

JENNY M. DOCK

7394 South Laredo Street ~ Aurora, Colorado 80016

720-635-5733

jennymdock@gmail.com

QUALIFICATIONS SUMMARY

Business Management ~ Operations Management ~ Program/Project Management

Dynamic, results-oriented Manager with extensive experience directing operations, programs, projects, and personnel, including regional supervision, for both small and large businesses. Strong accounting and financial background, along with a proven track record for improving efficiencies, reducing costs, and boosting revenues. Demonstrated strengths in:

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|--------------------------|--------------------------|--------------------|
| ♦ Fiscal Management | ♦ Regional Leadership | ♦ Mentoring |
| ♦ Budget and Forecasting | ♦ Profit & Loss Analysis | ♦ Grant Management |
| ♦ Client Relationships | ♦ Strategic Planning | ♦ Marketing |
| ♦ Contract Compliance | ♦ Process Improvement | ♦ Proposals |

PROFESSIONAL EXPERIENCE

DENVER REGIONAL COUNCIL OF GOVERNMENTS, Denver, CO

2014 - Present

Director – Administration and Finance

- Oversight and accountability for all agency financial functions, Information Technology, risk, contract management, grant compliance, procurement and new business development
- Act as the authorized agent for the agency for reporting, banking, and other affairs
- Create and oversee the agency budget with more than 90 projects resulting in revenues in excess of \$55 million and 150 employee average
- Closely monitor changes in complex grant requirements from many funding streams; ensure agency compliance and educate agency staff of the same. Major grantors to include the Federal Transit Administration, Environmental Protection Agency, Federal Highway Administration, National Highway Traffic Safety Administration, Colorado Mitigation of Air Quality, Colorado Department of Human Services, and others
- Set and administer policies for the agency that promote fiscal control and sound business practices that ensure compliance, transparency, and accountability
- Report to board committees on contracts, audits and financial matters
- Successfully lead the agency annual single audit with an outside auditing firm and all grant reporting functions

USIS, Greenwood Village, CO

2009 - 2014

Regional Director

- Held a national security Top Secret Clearance
- Operational oversight for the Northwest Region consisting of 12 states, 8 Team Leaders, and 190 Field Investigators on a \$350 million government contract to conduct national security clearance background investigations
- Led management staff to meet and exceed monthly production goals; drive adherence to customer contractual obligations across the region; enforce policy compliance
- Address performance issues and investigate any suspicion of fraud or misconduct in investigations
- Direct, coach, and equip front line leaders to successfully manage indirect staff by promoting teamwork, accountability, and creative problem solving. Collaborate with Regional HRM and Ethics Officer to address sensitive personnel matters, minimizing risk to the business
- Contribute on expansion analysis projects that evaluate potential growth of business into new markets outside the continental US; evaluate and adjust staffing levels to ensure operational readiness

PROFESSIONAL EXPERIENCE*(Continued)****Team Leader***

- Confidently led a team of 25 remote contract federal investigator across four states with integrity and unwavering commitment to customer satisfaction; hire, train, and coach staff to achieve operational excellence; address performance deficiencies and mentor budding leaders
- Execute solid team performance in a deadline driven environment; assign casework throughout the region to promote the highest level of individual productivity and accountability; set monthly team and individual production goals; report monthly to senior level executives on team productivity.
- Directed team to consistently rank in the top 10% nationally on multiple performance metrics; increased team productivity by 18%
- Led record centralization effort for the Northwest Region resulting in a reduction of operating costs in Colorado by \$200K and \$350K throughout the region
- Successfully planned, hosted, and presented the Team Leader Summit in 2013 to regional and executive leadership

CENTRAL PARKING SYSTEM, Denver, Colorado

2001 – 2009

Regional Accounting & Administration Manager

- Complete oversight of financial and administrative operations for 5 state region consisting of 270 properties totaling \$150 million in annual revenues; manage 20+ direct reports including managers and hourly employees; find solutions for a wide variety of client, customer, and management issues
- Directly manage financials for all properties, including creating and managing complex budgets, preparing monthly executive level variance reporting, providing monthly and annual client financial reporting; vetting and planning for capital expenditures; oversee all G&A; AR, AP, and Payroll
- Negotiate contract renewals, facilitate contractual compliance; implement automation
- Generate new business throughout the region by creating and executing a strategic plan, develop in-depth marketing proposals; establish excellent rapport with current clients and network with potential clients to maintain and grow industry market share; assist with marketing presentations
- Selected as national budget planner and trainer; consistently performed within 3% of forecast
- Boosted Colorado's annual profit by more than \$250K after reorganizing office staff, outsourcing cash operations, and reallocating resources to improve efficiencies
- Contribute on national process improvement projects that enhance new hire training and orientation as well as accounts receivable programs

CJ VISIONS, INC., Aurora, Colorado

1996 – 1999

Business Manager/Owner

- Led day-to-day operations and managed all facets of business including sales, accounting, job cost analysis, customer service, partnership relations, taxes and payroll.
- Oversaw staff recruitment and training programs, provided ongoing staff management, and supervised quarterly field contractor evaluations.
- Developed and implemented sales and marketing strategies, including inside and outside sales, along with creating marketing materials to foster new business development.

EDUCATION

NAZARENE BIBLE COLLEGE, Colorado Springs, CO

Bachelor of Arts

4.0 GPA – Honor Society of The Association for Biblical Higher Education - Delta Epsilon Chi