

HOLDEN F. GERRARD

3622 Tartius Drive, Scottsdale, AZ 85254
(480)555-1221 Home; (480)555-2112 Cell
holdenferrard@gmail.net

Veterans Preference Points - 10

SUMMARY

- **Management experience** with financial companies . . . **Military career in financial management, accounting, & audit and risk assessment** . . . Four years of service in elite **Presidential Honor Guard** . . . **B.A. Degree** . . . **Graduated with High Honors/Distinction** . . . **A.A. Degree** . . . **Numerous professional courses** through Businesses & the U.S. Army . . . **Fluent in German**
- **Proven ability to manage & prioritize multiple responsibilities, projects & deadlines** . . . **Proficient in MS Office Programs**. . . **Strong analytical & problem solving skills for data evaluation** . . . **Effective Planning & Organizational Skills**. . . **Proficient in Project Management (Audit, Budget, Compliance, Regulatory & Risk Assessment)** . . . **Strong performance management abilities** . . . **Effective in maximizing organizational efficiency**
- **Strong interpersonal skills** . . . **Strong Customer Service Skills** . . . **Sales Experience** . . . **Ability to interact & communicate** with all levels of management & staff across diverse groups . . . **Effective Leadership Skills** proven to **direct & motivate staff** . . . **Strong verbal & written communication skills** . . . Experienced in **creating & implementing processes for improved performance**

EXPERIENCE

Phoenix Federal Credit Union, Phoenix AZ

Customer Service & Sales Manager (1997-2013)

Trained, motivated, & coached a team of customer service/sales associates. Ensured associates maintained the highest level of customer service for the credit card members, while achieving individual & team performance goals. Monitored, reviewed, & analyzed all scorecard metric data. Member of Customer Service Interview Team. Senior member of the Division Audit Team.

Banking of America, Phoenix, AZ

Operations Manager (1996-1997)

Responsible for all operations of a financial institution dealing with non-profit organizations to include coordination of daily deadlines, risk assessments, workflow controls, budgets, production & quality control monitoring, maintaining vendor contracts & review of the processes & systems.

United States Army

Chief of Military Pay/ ISG Sergeant

Oversaw all functions associated with leadership of 100 soldiers, maintaining inventory records for equipment & real property valued in excess of \$2 million. Responsible for preparing and/or approving accounts payable vouchers, reconciling purchase orders, balancing pay statements, & managing military and civilian expense accounts.

Cash Control Officer

Managed 40+ military & civilian personnel. Financial, audit, & regulatory experience in managing & reporting inventory & assets in excess of \$23 million.

Finance Operations Manager

Managed 30+ military & civilian personnel in Teller and Accounts Payable positions. Prior personal experience as a Teller and Accounts Payable clerk.

The Old Guard/ Presidential Honor Guard

AWARDS

Meritorious Service Award; Presidential Unit Citation; Army Commendation, Good Conduct & Humanitarian Service Medals; Runner Up for Gloriam Award for Academic Excellence at University of Arizona
Quality Excellence & Leadership Awards

EDUCATION

Civilian

- B.A. Organizational Leadership Development - University of Arizona
- A.A. Business/Psychology - Maricopa Community College
- Graduate, Financial Services
- Numerous Management & Human Resource Courses

Military

- U.S. Military Noncommissioned Officer Advanced Academy for Finance & Accounting