



KATHERYN SHIELDS

JACKSON COUNTY EXECUTIVE

JACKSON COUNTY COURTHOUSE
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EXECUTIVE ORDER # 06-24

**TO: MEMBERS OF THE LEGISLATURE
CLERK OF THE LEGISLATURE**

**FROM: KATHERYN J. SHIELDS
JACKSON COUNTY EXECUTIVE**

DATE: OCTOBER 23, 2006

RE: APPOINTMENT TO HOUSING RESOURCES COMMISSION

I hereby appoint James T. Madry, Jr. to the Housing Resources Commission to replace the expired term of Flora Buford for a term to expire October 31, 2009. A copy of Mr. Madry's resume is attached.


Katheryn J. Shields, County Executive

Date: Oct 23, 2006

FILED *MS*
OCT 24 2006
MARY JO SPINO
COUNTY CLERK



James T. Madry, Jr.
612 N.E. Swann Circle
Lee's Summit, Missouri 64086
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jamismadry@aol.com

Objective

To obtain a Management position within a highly competitive environment, where I can effectively manage, and develop a team of enthusiastic salespersons or customer service team.

Summary of Qualification

I have Seventeen years of Sales, Collections, Customer Service, Training, and Human Resources Experience.
I have ten plus years of Supervisory, as well as Management Experience; including Appraisal Reviews, Development, Interviewing, Recruiting, Selling Skills Training.
I have Analytical, and Organizational Skills, and the ability to multi-task in a High Volume Environment.
I possess great Collections, Customer Service, Sales, and Vendor Liaison Experience.
I am equipped to handle Customer Concerns, as well as Escalation Issues.

Accomplishments

Consistent Recipient of High Production Performance Bonus, Employee of the Month, New Car Sales Leader of the Month

Professional Experience

Sprint PCS Wireless
Small Business Sales

May 2006 to Present

Handle outbound calls to potential Sprint/Nextel new business customers, Also handle data applications serviced by Sprint to small business customers.

Madry's Dash of Flavor
Director, Catering Sales

January 2006 to Present

Handle catering division for family owned restaurant during 1st quarter of 2006. Also assist in day to day operations of the restaurant division of the company.

Daye Cross Motors
New & Used Car Sales/Finance Manager

July 2005 to January 2006

Present and sell new and used vehicles, present financial products to potential customers
Secure loans from numerous lenders from a-d tier credit scores.

Champion Chrysler Jeep

January 2005 to July 2005

New Car Sales Consultant

Analyze and qualify customers in search of new and used vehicles. Take customers on demo drives and qualify need of vehicles. Assist customers in finding a vehicle that is suitable, as well as affordable for their individual needs.

Universal Underwriters Group

June 2000 to August 2004

Dealer Service Administrator

Deficiency Collections Representative

UUAC – Dealer Service

Analyze financial information of Nationwide Automotive Dealers to determine potential loss of entire portfolio of second chance dealers. I was a Dealer Rep for the South Eastern Division. I visited various dealerships, served as the Liaison for Dealers, and Five Star Directors of the Universal Underwrites Group. It was my job to train dealers on specialized UUAC programs, as well as Collections guidelines. I started as a Collector for the Michigan, and Minnesota Area.

(The position ended when Universal Underwriters Acceptance Corporation closed)

Fortis Benefits Insurance Company

October 1999 to May 2000

Senior Customer Relations Representative

Dental and Disability Department

Lead Representative of ten Customer Relations Representatives. Coordinated, and distributed long and short term disability underwriting cases. Assist with the collections of Several Fortune 500 Companies. Maintain the ability to promptly resolve financial implications with minimal customer concerns. I also trained Customer Service, and Collections personnel within the short term disability Division. Handled escalated calls, and complaints submitted to Senior Management.

(The position ended due to layoffs within the Dental Division)

Daimler Chrysler Financial Services

September 1996 to October 1999

Zone Portfolio Supervisor / Assistant Credit Analyst

Recovery and Collections Division

I Supervised Fifteen Central Collection Representatives with The Chrysler Division. I was the Assistant Credit Analyst for the Central Division; use of strong analytical and credit decision skills. I began this position as a Collector. I was in the top Five Percent of the North American Zone for ten months. Rewrote loans, presented Quarterly Kansas productions for The Home Office, as well as trained Collectors in the Kansas Zone Office.

(Left company for Job Advancement)

Time Warner Cable Company

September 1989 to August 1995

Senior Sales, Collections and Customer Service Supervisor

Human Resources Coordinator (two years, eight months)

Interviewed, trained, and motivated incoming employees. I was Responsible for Coordinating the Annual

Employee Benefit Package. Set up donations for local minority charities in the Kansas City area. Training coordinator, as well as handled all College, and Job Fair Recruitment. Coordinated Federal Compliance, controlled Customer Service Budget. Supervised, as well as trained several Customers Service, Collection, and Sales Representatives. I was Ranked number One in Customer Service, and Sales for two years.

(Left company to help build Family Business/Restaurant)

Additional Experience

Madry's Dash of Flavor

October 1993 to Present

Operations Manager / Catering Division

Duties include hiring, as well as promotion of the business. Assist potential buyers for The Catering Division. Train incoming wait staff, as well as Catering Sales staff. Maintain legal paperwork and Accounting of the business.

(Still working part time on the weekends)

Education

Van Horn High School, Independence, Missouri - Diploma May 1983

Friends University, Wichita, Kansas - B.S., Human Resources Management -- fall 2006 (projected)