

Rodney E. Hill

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EDUCATION

Bachelors of Public Administration **Park University** **May 2018**

- **Project Management** ▪ **Essentials of Project Management** ▪ **Mastering of Project Management**
 - **Public Management and Leadership** ▪ **Administrative Law**
 - **Business Communications** ▪ **Minority Group Relations** ▪ **Intro to Security**
- **Budget and Finance** ▪ **Principles of Financial Accounting** ▪ **NCO Training**

EXPERIENCE

Site Supervisor **YMCA** **Overland Park, KS**

Youth Development Services **09/17 to Present**

- Plan and implement program activities, as a before and after school Site Director, that are culturally relevant, developmentally appropriate and consistent with YMCA values
- Completed state licensing certification for 120 students
- Complete weekly financial and Y reports; and critical incident reports within 24-hours
- Maintain financial records and monitor the bi-weekly fee payment process, including accounts receivables

Auditor **Floor Plan Xpress** **Raytown, MO**

Client Relations Manager **06/15 to 09/17**

- Conducted financial compliance audits to assess the effectiveness of controls, accuracy of records, and efficiency and effectiveness of operations
- Analyzed, summarized and presented moderately complex audit dealer inventory to verify the adequacy of the business controls and the integrity of reported financial investments and inventory
- Evaluated the level of compliance with identified policies, contract requirements, laws and regulations and identified departures from these policies, requirements, and laws/regulations to resolve any compliance problems; made recommendations as appropriate
- Handled moderately complex audits and interviewed dealers to ensure recording of transactions and compliance with management plans and policies
- Participated in special projects, external audits and process improvements in support of quality assurance initiatives

Call Center Supervisor **City of Kansas City MO** **Kansas City, MO**

311 Action Center **04/14 to 04/15**

- Ensured implementation of call center policies, operations and performance standards were understood and followed by agents
- Performed statistical analysis for each individual agent providing coaching to insure adherence to statement of work
- Planned, reviewed, and implemented strategic processes for good customer experiences
- Monitored behavior of employees and trained them on dealing with irate customers

Cleaning Company Owner **R & H Enterprise LLC** **Grain Valley, MO**

Contract Operations **2007 to 2014**

- Wrote, implemented and maintained commercial janitorial contracts
- Trained management team on preventative maintenance and safety awareness
- General management including: billing, accounts receivable, inventory

Sprint Corporate**June 2000 to March 2012****Project Manager II/Sales Operations Specialist II****Overland Park, KS****2006 to 2012**

- Assessed and effectively managed all of the risks associated with the business objectives and activities to ensure activities were in alignment with the company's and unit's risk appetite and risk management framework
- Coached 40 Indirect Sales Team Chanel in their interactions with the 3000 Direct Sales Team Chanel and 5 Sales Managers to exceed the \$80m target in 2008
- Increased internet Indirect Sales Unit's business by 50% within seven years thru building relationships and personnel training
- Expanded existing market opportunities and helped enter new vertical markets such as State/Local Governments and Hospitals. Developed and reviewed complex pricing arrangements
- Matrix managed implementation of emerging Business Solutions Partners, OEM/Telemetry Partners solutions and processes
- Managed the development and implementation process involving departmental and cross-functional teams, focused on the delivery of new and existing projects
- Maintained understanding of how to anticipate, recognize, and deal effectively with existing or potential conflicts at the individual, group, or situation level; maintained ability to apply this understanding appropriately to diverse situations
- Researched and analyzed key performance indicators to forecast business/process improvement by utilizing agile principles and agile techniques

Project Coordinator**Gardner, KS****2005 to 2006**

- Provided 24-hour turnaround time for quotes, pricing and availability requests to the customer. Used a wide variety of vendor. fixed-price contracts and multi-year contracts
- Assisted team members with offline responsibilities by: managing follow-up of quotes, pricing, availability requests, assigned contracts, leases, grants, interagency and cooperative agreements
- Supported and backed up other Project Coordinators and provided a point of contact to the Field Sales Representative

Outbound Sales Representative**Gardner, KS****2003 to 2005**

- Introduced new products to new and existing customers; qualified and set up accounts for Security and Alarm Systems
- Implemented strategies and techniques to ensure that customers had a positive experience with the organization and its products and services at every touch point

Inside Sales Representative**Gardner, KS****2000 to 2003**

- Utilized knowledge of and the ability to identify and engage potential opportunities in the market
- Built relationships and created opportunities. Planned, strategized and targeted the right industries
- Increased Gross Profit by \$60K in first month

Operations Manager U. S. Air Force McConnell Air Force Base 4 years

- Displayed flight planning information to include airfield diagram, status of navigational aids, map of local flying area, and special use airspace; Managed pilot and flight crew's information file

Mechanic and Driver U. S. Army Reserves Fort Dix Army Base 2 years

- Obtained Truck Driving Certification and Wheel Vehicle Mechanic Certification; troubleshooting; fuel system maintenance; electrical system maintenance; power train maintenance; chassis; suspension; steering maintenance; brake maintenance; preventive maintenance checks and services