

## CHANDA MONROE-WILLIAMS

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### SENIOR-LEVEL MANAGER PROGRAM/PROJECT MANAGEMENT

Senior Level Process Improvement manager with a strong operations background in program and project management. High caliber strategy, planning and execution skills with extensive experience leading and integrating business initiatives. Vast experience in developing people, managing cross-functional relationships and creating and maintaining strategic alliances. Demonstrates broad-based strengths in:

**6 Sigma Certified • Executive & Client Communications • Employee Policies & Procedures • Program Training for Managers • Employee Engagement & Collaboration • Staff Management/Development • Performance Development • System Installations • Conversions • New Product Development Conversions • Lean Awareness Trained**

**FDR • TeleCenter Systems • Kronos • Microsoft (Suite & Access, Visio, Project) • Crystal Reports**

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### PROFESSIONAL EXPERIENCE

#### GE Money, a Unit of General Electric Company

1993 - Present

##### ***Senior Project Manager, Operations Headquarters, (2004-present)***

Led Strategic Initiatives project teams, Identifying, developing, Implementing and enhancing enterprise wide technologies/processes. Supported business growth while reducing productivity Inefficiencies and loss mitigation Initiatives for collections, customer service, recovery and risk stakeholders.

- Reduced project Initiation timelines from 14 to 6 days by establishing on-line work flow application tracking and notifying process owners of pending requests.
- Established monthly tollgates reviewing all process/project Installations and performance dashboards. Communicated cost/benefit Impact variances for profit and loss centers.
- Increased incremental dollars collected by \$115M and revenue \$264K implementing a vendor payment tool for Sam's and Wal-Mart portfolios.
- Reduced losses \$3.5M/annum as a result of reducing strategy build timelines in collections and risk/decision sciences from 15 to 5 days. Created single oracle table, leveraging data from various data warehouses.
- Decreased Dialer downloads by 6% (\$2M)/annum, instituting tracking of incoming remit coupons scanned at USPS.
- Increased revenue \$75K launching MasterCard programs for the EBay and PayPal portfolios.
- Facilitated enhancement of recovery files to RMS system, adding tracking functionality for promotions on charged-off accounts.
- Automated credit card fee reconciliation from 5 to 3 days by creating daily feed to the General Ledger.

##### ***Leader Collections, Mason, OH, (2002-2004)***

Led a team of 25 Process Owners and 4 Project Managers creating operations requirements and process flows supporting transition from a Private Label credit portfolio to an Issuer of world utility program. Analyzed Industry data targeting product specific performance.

- Built functionality for 14 private label affinity card programs, increasing core sales \$75M in first year. Subsequently launched a branded MasterCard, leveraging the affinity program functionality.
- Established groundbreaking launch of 3 affinity programs through partnering with business development and client marketing teams.
- Reduced consulting costs 75% through redesign of testing strategies.
- Reduced client costs by 60% creating generic web-based training database compatible with client specific requirements 70%+ of the time.
- Averaged 61% locate effectives (LE) minimizing potential skip losses on new product initiatives as a result of sharpened cardholder selection criteria.
- Developed the initial project management office (PMO) supporting global growth initiatives. Delivered over 45+ Growth Initiative updates to existing and new clients to support growth initiatives.

***Process Owner, Performance and Applications, Mason, OH, (1999-2002)***

Analyzed business Industry performance trends and created "Core Competency" model. Established CSR acquisition/placement strategy, driving the overall business strategy supporting business continuity.

- Improved productivity 11% leading 3 Black Belts standardizing performance metrics, targets and action plans. Reduced compliance defects 22% redesigning incentive programs supporting "Pay for performance".
- Translated business requirements improving net productivity \$3.6M leveraging Kronos scan based attendance application to create a web-based standardized and compliant tracking system.
- Mitigated losses \$319k/day leading a cross-functional team of 32+ senior managers and process owners in creating a comprehensive Business Continuity/Disaster Recovery plan. Recognized by CFO for successful application integration.
- Developed 20+ Requests for Proposals (RFP's) with 90% business acceptance.

***Manger, Portfolio Control, Mason, OH, (1996-1999)***

Managed a top performing team of 70. Developed and monitored all delinquency stages for the Macy's accounts.

- Procured internal data, developing unit summaries depicting projections and variances to call index and delinquency volumes.
- Improved operations effectiveness 23% through Initiated employee Initiated recommendations.

***Customer Service & Call Quality Specialist, Mason, OH, (1995-1996)***

Produced productivity reports, staffing models, monitored Incoming calls for policy and compliance risks and participating in the manager on duty for 350+ employees. Managed special projects supporting operational effectiveness.

- Managed and coordinated security access to internal networks for Internal and 3rd Party employees.
- Managed key account team of 54 conversion specialists supporting the Bullock's to Macy's portfolio transition.
- Improved staffing effectiveness from 59%-93% implementing a staffing model through Installation of TeleCenter software (TCS). Improved new hire and 3rd party scheduling.
- Managed 9-member helpdesk for escalated customer concerns and complaints.
- Implemented over 46 employee recommended system and procedural enhancements.

***Associate Supervisor, 3rd Party Outsourcing, Mason, OH, (1993-1995)***

Audited and supervised 3rd party performance and payroll Invoices monitoring Federal co-employment and on-boarding opportunities. Business liaison focused on recruitment and retention efforts for diverse candidates

**Idleman Marketing, Cincinnati, OH**

**1990-1993**

***Customer Service Manager***

Managed an inbound 800# Call center servicing a variety of Home Shopping. Partnered with product merchants creating value propositions for product sales. Tracked performance trends and developed training programs.

**Sim's & Associates, Attorney's At Law, Cincinnati, OH**

**1989-1993**

***Office Manager/ Research Assistant***

Managed office staff and all accounts payables processes. Implemented collections procedures and researched client information.

**EDUCATION**

University of Cincinnati, Cincinnati, Ohio,  
Bachelor of Arts, Psychology (168/186 credits – June, 2008)

University of Cincinnati  
Certification in Human Resource Management (June, 2008)

**PROFESSIONAL ORGANIZATIONS & APPOINTMENTS**

City of Cincinnati Development Advisory Board, Mayoral Appointment  
Avondale Community Council President/Vice President  
Mt. Airy Community Council, Member/Volunteer  
Cincinnati Public Schools & Cincinnati Youth Collaborative, Mentor  
GE Elfun Society Member/Volunteer  
Habitat for Humanity Volunteer  
InRoads Volunteer  
Junior Achievement Volunteer  
Project Management institute, Southwestern Ohio chapter