**SUSAN ANDERSON**

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**SUMMARY**

Highly skilled, Agile trained project manager with an outstanding record of guiding change management, defining and managing processes, implementing operational controls, establishing performance and integrity criteria, and managing complex records keeping. Exceptional ability to communicate across multiple departments with competing agendas.

**CURRENT CERTIFICATIONS**

***Certified Scrum Master (CSM)*** – Scrum Alliance

***Certified Agile Coach (CAC)*** – Chicago State University

Quality Control Technologies Certificate Series - Collin College

Lean Team Design and Scheduling Certificate Series – Collin College

Logistics and Materials Management Certificate Series - Collin College

**EDUCATION**

Florida Institute of Technology – Melbourne, Florida **2018 - present**

***Master of Science in Quality Management*** (in progress)

Eastern New Mexico University – Portales, New Mexico

***Bachelor of Business Administration - Accounting*** (summa cum laude)

**PERSONAL SABBATICAL 2013 - 2017**

During this time, my focus was on assuring that the needs of both younger and older family members were met.

**PROFESSIONAL EXPERIENCE**

**Terra Landscaping Service - Austin, Texas 2008 – 2012**

**Senior Accountant / Operations Manager**

Directed the rehabilitation of the landscaping contractor’s financial operations, guiding the transition from manual accounting services to QuickBooks, and ultimately outsourcing payroll to ADP.

* Completed an initial operational review and established new accounting processes, created new records keeping benchmarks that ensured the integrity of the financial data and established monthly performance benchmarks for the accounting department.
* Developed specific new processes to remedy issues in Accounts Payable (Payroll) and Accounts Receivable, reducing the Accounts Receivables from 40% in the 60-to-90-day bracket to less than 5% within six months. Brought Accounts Payable to “Current” in the same period.
* Contributed business acumen and personal landscaping experiences to a new business owner, advising on landscaping project design, recommending cost effective product alternatives, developing new business strategies, and interacting with clients to assure satisfaction.
* Implemented project tracking procedures including billing due dates for ongoing maintenance contracts.
* Negotiated payroll outsourcing with ADP including contract controls, established performance benchmarks and reporting requirements.

**Brook Mays Music Company - Dallas, Texas 2005 – 2006**

**Financial Reporting Manager**

Liaison between the accounting department and external auditors for a highly troubled musical equipment company facing intense litigation that would, in three years, cause liquidation. Staff of two.

* Collaborated with the external auditors and banking officers to manage the daily treasury functions and support a revolving line of credit. Prioritized payments through the litigation process.
* Prepared consolidated financial statements and generated financial reports for management and the lenders.

**Inspire Insurance Solutions - Dallas, Texas 2003 – 2004**

**Senior Accounting Manager**

Directed a five-person staff in the A/R and A/P department for a multiple line insurance company that had just completed its Initial Public Offering (IPO). Specifically recruited to establish Securities and Exchange Commission (SEC) documentation, and to ensure that accounting operations, processes, data integrity and controls met SEC and Financial Accounting Standards Board (FASB) quality standards.

**PageNet - Dallas, Texas 2001 – 2003**

**Senior Accountant**

Provided supervisory guidance for the accounting department, prepared consolidated financial statements, and oversaw special projects during their merger with Arch Wireless.

* Evaluated PageNet accounting processes, performance and integrity criteria and records to rectify issues in accrued liabilities. Conducted in-depth forensic work to justify the accruals and to identify direct telephone expenses.
* Primary corporate liaison to the Technical Services Group, assisting managers to correctly accrue expenses from cellular tower construction costs to equipment upgrades, labor, and rights of way.

**Trinity Industries – Dallas, Texas 1998 – 2000**

**Financial Reporting Manager**

Managed consolidation process and internal/external financial reporting for a diversified industrial growth company with annual revenues of approximately $3 billion. Prepared and submitted SEC filings and was responsible for segment of business reporting (six segments) and required Financial Accounting Standards (FAS) 131 restatements, including detailed analysis of year-to-date, quarterly, and monthly variances. Staff of four.

* Provided mapping of process flows throughout the enterprise, implementing new controls on who could access the internal accounts and who was using that account and for what purpose. Consulted with the executive suite, departmental heads, at times manufacturing Plant Managers and the in-house legal team.
* Identified issues on a department-by-department basis and recommended resolutions in consortium with the IT department for implementation.
* Coordinated preparation of quarterly investor conference call book and provided executive flash of revenues and operating profit on a monthly basis. Responsible for entire Annual Report, as well as earnings and other press releases. Prepared position papers and executive newsletter on new FASBs and other current pronouncements.
* Extensive interaction with international accounting department on acquisitions and set up of investments, asset, and other general ledger accounts. Prepared detailed divisional and consolidated reserve analysis on a quarterly basis and weighted average shares/earnings per shares calculations as well as common stock/treasury stock/career shares analysis.

**SOFTWARE CAPABILITIES**

Word, Excel, PowerPoint, Outlook, Access, Visio, Jira, Rally, Jazz, Confluence, Oracle Database, Crystal Reports, QuickBooks, Zoom