

# Bernadine A. Martin, MBA, CSSGB

349 Armour Street ♦ Davidson, NC 28036 ♦ Tel. 704-929-2210

E-mail: [bmartin@bernadinemartin.com](mailto:bmartin@bernadinemartin.com)

Web: [www.bernadinemartin.com](http://www.bernadinemartin.com)

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## Objective

To obtain a leadership position in the financial sector that allows me to use my project management, communication and analysis skills.

## Qualifications

- Project management experience.
- Process evaluation.
- Gap and risk identification.
- Data mining, analysis and statistical analysis skills.
- Supervisory experience.
- Written and oral communication skills.
- Budgeting and forecasting experience.

## Professional Skills

Business-Side Application Owner/Manager

- Global Policy Source and Global Policy Source Reporting (Bank of America).
- Issue Tracker (Bank of America).
- Logistics Organizational Assignment Database (LOAD) (Lowe's).

Project Management

- All projects for Bank of America completed on time and on budget.
- Project management duties included:
  - Monitoring the budget, and working with Technology partners to address variation.
  - Facilitating regular status meetings.
  - Facilitating requirements gathering sessions.
  - Serving as liaison between the PMO, program leadership, project leadership, and technical support.
  - Assessing, monitoring and helping resolve risks.
  - Assisting with coordination of integrating, and testing the integration of, Compliance systems.
- Previous projects have included work in these areas:
  - Operational efficiency improvements.
  - Process re-engineering.
  - Infrastructure upgrades and deployments.
  - Training.
  - Large-scale supply chain optimization.

## Quantitative

- Developed and distributed reporting for executives and store management, showing store inventory requests relative to sales dollars. This reporting resulted in a 19.27% reduction in excessive store pulls over seven months.
- Evaluated merchandising programs to determine the optimal channel of distribution. Total savings for Lowe's: \$3.93 million.
- Worked with vendors on their fill-rate performance, bringing them from substandard to acceptable performance – from 96.84% to 98.68%.
- Enhanced a savings-tracking tool used by Transportation, to show actual savings and to report when an expected savings actually generated a loss.
- Developed and distributed reporting to show items that had been assigned a “new low price,” and sales and inventory data for those items.
- Maintained and enhanced members in a collection of more than 20 Microsoft Access databases critical to the Supply Chain organization for researching issues with key performance metrics.
- Demonstrated proficiency in construction of MS Access databases and Excel-based tools for data collection and analysis.

## Supervisory and Teamwork

- Managed several teams in the Supply Chain area between November 2003 and June 2008. Held regular opportunity sessions with each team member to discuss their work and needs. Conducted annual reviews. Defined best practices for our processes.
  - October 2005 to June 2008: Led a team of system administrators supporting critical systems for Supply Chain.
  - July 2005 to December 2006: Tested the concept of a reporting strategy team.
  - November 2003 to July 2005: Led a team of analysts in creating weekly, monthly, and ad hoc reporting for the Supply Chain organization.
- Extensive experience working on and contributing to teams, from my days as a newspaper reporter, through a team-based grad school program, to team-based working environments at Lowe's and Bank of America.

## Communication

- Conducted regular weekly status meetings to keep projects on track and ensure all participants were aware of their responsibilities and upcoming next steps; facilitated executives' discussions of project status and needed next steps; communicated executive decisions back to the project team.
- Addressed change management across the organization through communication and training.
- Captured lessons learned and documented them for a departmental archive.
- Provided quarterly or upon-request updates to Supply Chain executives on the status of the enhancement queue and anticipated next items; coordinated with directors on any changes to the enhancement list.
- Maintained an updated list of current and on-deck enhancements on a SharePoint site, for the reference of the directors and interested others.
- Obtained a bachelor's degree in Communications and six years' experience as a reporter, page designer and section editor at a small newspaper.
- Have experience giving presentations in front of large groups (100 to 200 people).

- Developed guidelines for when to use what type of communication (in-person visit, phone, or e-mail) for the personnel I supervised.
- Executed stakeholder analyses to determine appropriate groups to involve on project teams.
- Created communication plans to ensure all project events were reported at the appropriate level and at the appropriate time.
- Created and maintained project workplans in both MS Project and, more informally, in MS Excel.
- Elected by my classmates to serve as editor of the newsletter for the Tennessee Organization of MBAs while in grad school.

#### Computer

- Proficient in Microsoft Access, Excel, Word, PowerPoint, Visio, and Project; MicroStrategy Desktop.

### **Employment History**

#### **Bank of America, *Charlotte, NC***

- August 2018 – Present: Vice President/Corporate Compliance Manager
- February 2015 – August 2018: Vice President/Corporate Compliance Specialist
- August 2012 – February 2015: Assistant Vice President/Project Manager

#### **Signature Consultants, LLC, *Charlotte, NC***

- April 2011 – August 2012: Consulting Project Manager for Bank of America

#### **Lowe's Companies, Inc., *Mooresville, NC***

- May 2010 to April 2011: Senior Transportation Analyst
- June 2008 to May 2010: Project Lead
- October 2005 to June 2008: Supply Chain Reporting Manager – System Administration Team
- July 2005 to December 2006: Supply Chain Reporting Manager – Strategy Team
- November 2003 to July 2005: Supply Chain Reporting Manager – Reporting Team
- September 2002 to November 2003: Supply Chain Specialist
- May 1999 to September 2002: Logistics Specialist

#### **Other Employment**

- August 1998 to May 1999 – *University of Tennessee, Knoxville, TN.*  
Graduate Assistant.
- May to August 1998 – *Lowe's Companies, Inc., Wilkesboro, NC.*  
Corporate Logistics Intern.
- June 1991 to August 1997 – *The Oak Ridger, Oak Ridge, TN.*  
Reporter, page designer and section editor.
- June 1989 to May 1991 – *U.S. Peace Corps, Cameroon, West Africa.*  
English Teacher.

## **Education**

University of Tennessee – Knoxville, TN.

- Master of Business Administration, Logistics & Transportation, May 1999. GPA 3.61/4.00.
- Bachelor of Science, Communications, June 1988. Graduated with honors. GPA 3.17/4.00.

*Further details are available in my curriculum vitae.*

*References available upon request.*