

## SUMMARY OF QUALIFICATIONS

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Results-driven professional with a proven ability to foster effective teamwork between senior leadership and staff. Expertise in identifying innovative strategies that enhance productivity and reduce costs. Advanced in financial performance analysis, Lean Six Sigma methodology, project management, strategic planning, system & technology implementations, and change management.

Adapted at analyzing complex situations and anticipating consequences, have consistently and successfully:

- Evaluated intricate challenges and identified key elements to develop effective solutions.
- Devised innovative solutions to intricate problems by assessing multiple factors and considering various perspectives.
- Navigated dynamic situations by quickly analyzing changing circumstances and adjusting strategies accordingly.
- Anticipated potential outcomes and consequences of decisions, considering both immediate and long-term effects.

## PROFESSIONAL EXPERIENCE

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### Strategic Vision and Execution

- Spearheaded the strategic plan that stabilized the billing process and remediated control gaps reducing revenue losses by \$45M and regulatory complaints by 75% across multiple jurisdictions.
- Led cross-functional teams to reduce unprecedented arrearages (of \$360M, up 300%), driven by a governmental moratorium, successfully returned the organization to normal operations after 18-months.
- Collaborated with senior leadership and the MPSC to obtain regulatory approval to reduce the volume of gas meters tested annually, enabling 20% of capital to be reallocated and reduced customer touchpoints by 75%.

### Change Management and Innovation

- Led the launch of several system implementations and redesigns, improving productivity by 10-15%, increased data accuracy by 10%, and reduced O&M cost by \$4M.
- Developed the third line of defense program which reduced corporate and regulatory risk, resulting in a 3% boost in operational efficiencies along with reduced regulatory complaints.
- Built advanced analytics linking business strategies with operational metrics, growth goals, and benchmarking performance, resulting in a 40% improvement in financial performance and 10% enhancement in operational efficiencies.

### Stakeholder and Regulatory Engagement

- Championed the AMI installation by monitoring and regularly reporting out on our results to the MPSC, ensuring compliance while maintaining the project timelines and budget integrity.
- Partnered with the operating companies to speak at public forums to address the commission and customers concerns, increasing trust and transparency around billing and disconnects for non-pay.
- Built a strong partnership with the state agency, securing approval to switch to a corporate fleet plate, eliminating ticketing for non-compliance, improving productivity by 2%, and eliminating 100% of the vendor cost.

### Financial Stewardship

- Managed the enterprise revenue stream of \$11B from billing, credit and collections, revenue assurance and payment processing, with a 99.5% combined accuracy rate across all channels.
- Developed a rigorous capital review process to monitor projects spend and closing, enabling \$75M of capital funding to be reallocated to other corporate strategic initiatives.
- Built an enterprise category management strategy by partnering with cross-functional teams to optimize vendor's performance along with a more stringent selection process resulting in cost savings of 10% across multiple categories.

### Entergy, New Orleans, LA | March 2019 – Present

- Director, Operational Excellence
- Director, Meter-to-Cash
- Senior Manager, Corporate Finance Business Partners

DTE, Detroit, MI | November 2007 – March 2019

- Senior Manager, Revenue Analytics, AMI & Meter Shop
- Senior Manager, Supplier Performance Management
- Manager, System Support & Integration

Ford Motor Company, Allen Park, MI - several Finance positions | July 2003 – March 2006

Ford Motor Credit Company, Dearborn, MI – several positions in Business Analytics/Leadership | May 1998 – June 2003

## TECHNOLOGY KNOWLEDGE

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Experience working with Business Objects, Crystal Reporting, Tableau, PowerBI, and SQL

Exceptional skilled in Microsoft Office applications, especially Excel, PowerPoint and Word

Functional knowledge and experience working with SAP and Maximo as a user and for technical enhancements.

## AFFILIATION

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**Current:** Board Member, College Beyond and Oakland County Sheriff PAL Program; Officer, American Association of Blacks in Energy (AABE), Greater New Orleans; **Prior:** Ethics Ambassador for Corporate Services; Primary Contact for Women – Empowerment Series Networking Program across several utilities; and Therapy Dog Program Volunteer

## EDUCATION

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Master of Business Administration (MBA), Finance | Lawrence Technological University

Bachelor of Business Administration (BBA), Management | University of Michigan