

Kathleen McGlynn
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SUMMARY OF QUALIFICATIONS

Administrative manager with experience both operating a small business and leading a team within a large corporate environment. Strong background developed through a variety of leadership roles in customer service, regulatory compliance, and business development. Able to simultaneously manage personnel, processes, and systems for strategic strength and growth. Able to monitor and manage small details while keeping the big picture in mind.

WORK EXPERIENCE

SALLY CIRCA 1857, LLC, Baton Rouge, LA 2011–Present
Part-time bookkeeper for a small business with \$400,000 in annual sales.

- Process payroll biweekly and file tax returns as needed.
- Maintain financial accounts and coordinate with CPA to file federal income tax return.

McGLYNN LABORATORIES, INC., Tallahassee, FL 1997–Present
Chief Financial Officer & Quality Assurance Officer
Run an environmental consulting firm and analytical laboratory with \$350,000 in annual contracts.

- Create and implement business plans, budgets, marketing plans, and business strategies.
- Hire and train administrative staff to ensure contract compliance and quality standards.
- Administer the corporation, including contracts and grants; bookkeeping; payroll; tax information and filing; and invoice management.
- Review and evaluate all laboratory data to ensure a high level of quality is maintained.
- Create and maintain standard operating procedures and quality manual requirements for National Environmental Laboratory Accreditation Conference (NELAC) certification.

THE MAGNOLIA SCHOOL, Tallahassee, FL 2004–2015
Administrative Director (2008–2015)
Run a small, alternative, private school with \$380,000 in gross annual receipts.

- Managed bank accounts and payroll; created and maintained budgets; managed insurance requirements; wrote new grants and actively sought alternative sources of funding.
- Managed staffing needs for the classroom, after-school, and summer camps; created schedules and developed procedures; arranged for substitutes; managed parent and community volunteers.
- Wrote and assembled a bi-weekly newsletter; developed communication tools; participated in academic, social, and fundraising events.
- Recruited new students; maintained student files; administered scholarships; submitted mandatory student reports.
- Managed buildings and grounds, arranging for various inspections as required.

Office Manager (2004-2008)

HARTFORD LIFE INSURANCE COMPANY, Tallahassee, FL

2002–2004

Office Manager

Managed office and assisted Sales Manager in Tallahassee covering 12 states, 15 registered representatives and 47 brokered agents.

- Maintained NASD Compliance files for registered representatives.
- Assisted Sales Manager with reports and communication.
- Developed and maintained various relationships to ensure smooth operation of the local office.

METROPOLITAN LIFE INSURANCE COMPANY, Tallahassee, FL

1986–2002

Office Manager (1989 to 2002)

Managed Southeast Territory Office specializing in voluntary, supplemental retirement plans, with nine sales regions, over 120 registered representatives, and an office staff of five customer service representatives, covering 12 states and over 500 individual contracts.

- Developed, maintained and distributed procedures manuals for field reps and customer service reps to standardize and improve the level of service provided to customers.
- Designed performance management system for office staff using staff input, surveys, and objective measurements, to produce continuous feedback and greater accountability to business objectives.
- Created NASD Compliance system that produced outstanding compliance reviews every year following its implementation.
- Developed and maintained relationships with key institutional customers including the State of Florida 457 Plan.
- Created and implemented a system for licensing and registering new representatives that helped Regional Sales Managers meet staffing goals for three consecutive years.

Customer Service Representative (1987 to 1989)

Administrative Assistant (1986 to 1987)

EDUCATION

Associates of Arts Degree, Tallahassee Community College

Bachelors of Arts Degree, Florida State University

LICENSES AND CERTIFICATIONS

Valid Florida Driver's License

Florida Department of Health NELAC Microbiology & General Chemistry Certification

COMPUTER SKILLS

Microsoft Word

Microsoft PowerPoint

Google Docs

Microsoft Excel

Quick Books

Trouble Shooting