

Henry K. Dogwood

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QUALIFICATIONS SUMMARY

Detail-oriented and resourceful **Controller** offering unique blend of cross-functional skills in **financial management, client relations, financial reconciliations, and customer service**. Results-driven people person, motivated to achieve company objectives through strong work ethics and excellent problem-solving skills.

- ◆ Effective verbal, written, and listening capabilities. Collaborate with customers, vendors, management, and staff.
- ◆ Proven ability to complete projects accurately and on-time.
- ◆ Computer savvy. Proficient in MS Word, Excel, PowerPoint, Outlook, Publisher, Front Page, Windows XP, and Vista.

PROFESSIONAL EXPERIENCE

Controller (full-time volunteer), Save-our-Church, Baltimore, MD, 2009–Present

- ◆ Contributed to modernization of communication tools for financial assessments, reporting, and membership outreach. Assisted with RFP process and selection of final vendor.
 - **Result:** Streamlined communication process between local churches and jurisdictional leadership leading to 68% increase in fundraising and ~95% increase in member attendance.
 - Earned **Most Valuable Team Member** award (8/2009).
- ◆ Designed and instituted formal job descriptions and performance evaluations to accurately measure staff's effectiveness.

Controller, Black and Decker, Baltimore, MD, 2005–2009

- ◆ Played key role in updating and implementing new financial reporting system in compliance with IRS regulations. Designed and performed needs assessment analysis; interviewed prospective vendors; presented final recommendations to Board of Directors.
- ◆ Implemented use of Asset Accounting software to provide detailed reports on property, plant, and equipment (PPR) with net value in excess of \$250M.
- ◆ Trained employees to prepare cash flow and financial statements for internal and external auditors.

Branch Operations Specialist, Central Credit Union, Baltimore, MD, 2002–2005

- ◆ Assessed origin and validity of member complaints and instituted strategic process improvements to streamline member services.
 - Developed, tested, and published operational Policies and Procedures for staff to improve customer service. Reduced support positions 25% and associated costs by \$75K.
 - Decreased delivery time for ATM and Debit cards by 50%.
- ◆ Facilitated continuous growth and ensured optimal service delivery through exemplary management, supervision, and training of branch personnel.
 - Developed agenda and materials for monthly staff training sessions to keep employees current with industry changes.
- ◆ One of 30 people chosen, from nationwide pool of 165 applicants, to develop credit union products and services for attracting and retaining members under 30 years of age.

Call Center Member Services Specialist, Aberdeen Proving Ground FCU, Edgewood, MD, 2001–2002

- ♦ Met or exceeded monthly sales and service goals for 10 consecutive months. Cross-sold products and services in four different areas, including savings, credit, checking, and loans.
- ♦ Outperformed department average for credit card loan applicants up to 30%.

Member Service Representative, Members First Credit Union, Baltimore, MD, 1999–2001

- ♦ Recognized by management for producing highest volume of share and loan services (from staff of 15) for 9 consecutive months.
- ♦ Interviewed loan applicants for Home Equity loans; responded to questions and concerns, reviewed paperwork to ensure accuracy, complied with Federal and State regulations, and notarized documents.

Teller, Bank of America, Columbia, MD, 1998–1999

- ♦ Processed consumer and business transactions accurately and efficiently, consistently achieving highest transaction volume.
- ♦ Earned **14 Service Excellence awards** (1998-1999).

EDUCATION & PROFESSIONAL GROWTH

B.S. in Accounting, University of Maryland, College Park, MD, 2005

- ♦ Certified Public Accountant, Maryland, 2007

Business Seminars

Effective Time Management (8/09)	Communicating with Difficult People (7/09)	Strategies for Managing the Multi-Generational Workforce (6/07)
Effective Executive Speaking (7/09)	Emotional Intelligence for Administrative Professionals (11/08)	Compliance Training (8/06)
Being an Effective Administrator (7/09)	Quality Member Service (10/08)	Business Writing (6/06)
Introduction to MS Access (7/09)		Conflict Resolution (4/05)

Professional Affiliations

- ♦ Towson Chamber of Commerce, 2007–Present
- ♦ The Institute of Management Accountants, 2007–Present
- ♦ Filene Research Institute (credit union think-tank), 2004
- ♦ Student Trustee, University of Maryland, 2003–2005

Volunteer Affiliations

- ♦ Habitat for Humanity, 2008–Present
- ♦ Helping Hands Together, 2006–Present
- ♦ Save-Our-Church, 2003–Present