



Toni Banks **Operations/ Program Director**

HourGlass Consulting, LLC
Owner/CEO
C: (702) 545-5444
F: (702) 920-8270
E: HourGlassTB@gmail.com
N. Las Vegas, NV 89031



PROFESSIONAL STATEMENT

A progressive Operation/ Program Manager with a particular strength in driving performance, reducing inefficiencies and cutting cost. Toni is a self-motivated and focused candidate who has over 5 years' experience of working in senior managerial roles. She is self-sufficient and resourceful, with a responsive, cooperative and knowledgeable approach to work as well as professional attitude to dealing with all operational issues that may arise. Even though she leads through the facilitation and empowerment of other, she is still willing to make personal responsibility to all problems under her governance. Right now she is looking to contract and join a leading & established company that is going through a period of growth.

AREAS OF EXPERTISE

MANAGERIAL	• Identifying, developing and implementing best practice that increases performance. • Apt at resolving contractual, technical and financial issues with partners. • Sales and business development skills. • Knowledge and experience of procurement processes, procedures, and policy settings. • Leading a team, prioritizing and managing resources through others to meet goals. • Experience of working in complex structures. • Hiring and training new staff members with a high degree of integrity, honesty, ethics, accountability, responsibility and understanding. • Developing business relationships through effective networking. • Can communicate complex technical data and statistics clearly. • Stakeholder, people and relationship management.
PERSONAL	• Willingness to learn, improve and adapt. • Able to take tough decisions and sustain momentum, pushing for timely action. • Incredible drive, enthusiasm and commitment with a high degree of ethics. • Ability to communicate in a clear and effective manner. • Having the patience to deal with multi decision maker sales processes. • Organized, calm and never buckling under pressure. • Having a positive "CAN-DO" approach towards change.

CAREER HISTORY

Opulent Staffing & Recruiting

Sr. Project Manager

Las Vegas, NV 11/19/2017- Current

Assignment Based Responsibilities include but not limited to: Development of policy, processes, mentoring and training to on-site Administrators with the purpose of providing high quality service for our clients and selection for qualified candidates- including areas of human resources, management, clinical, staffing, scheduling, compliance, financial performance, etc.

- Project Management using Scrum, Waterfall and P.E.R.T process methodology.
- Identify improvement opportunities at assigned locations and offer proposed solutions related to training, audit/inspection, process and quality management
- Invoice, Purchase orders, Billing, Accounts Receivable, Payroll, Taxes and Bookkeeping using QuickBooks 2016
- Manage budget and financial performance of sites
- Contract compliance for assigned region
- Oversight of clinical staffing & scheduling

- Relationship maintenance with clients, which includes acting as liaison between client and corporate office
- Participation in recruiting and interviewing
- May occasionally act as interim on-site Administrator as needed

The Graduate House Mental & Behavioral Health, llc

EXECUTIVE OP PROGRAM DIRECTOR Consultant

Business Partner: Leadership contract responsible for ensuring that all Business Operational and Program task are done completely, cost effective and delivered on time. Also in charge of maintaining a good working relationships with the company's main clients, 18 staff members and vendors.

Las Vegas, NV 3/16 – 11/17

Duties

- Establishing and maintaining Roles and Responsibilities for personnel under my management
- Delivering regular team communications and organizing weekly and monthly meeting with staff and executive members.
- Controlling all associated operational costs according to the prevailing annual budget
- Supporting the planning development and overall management of project budgets, in collaboration with relevant senior field staff.
- Invoice, Purchase orders, Billing, Accounts Receivable, Payroll, Taxes and Bookkeeping using QuickBooks 2016.
- Project Management utilizing SCRUM and Critical Chain Project Management methodology
- Working closely to build and maintain close working relationships with clients, vendors and community providers.
- Maximizing accuracy, productivity and space utilization.
- Assisting in the recruitment, training and development of staff member and contractors.
- Direct day-to-day payroll processing and garnishment functions in accordance with all federal, state and local laws, collective bargaining agreements and all corporate policies and procedures.
- Assist finance and accounting staff with account reconciliation, monthly variance and accrual questions as it relates to payroll transactions.
- Coordinate information sharing between payroll teams and other departments to maintain an efficient and practical approach to the delivery of payroll services and training to internal customers.
- Review all non-union payrolls for completeness and accuracy and approve payroll fluctuations from payroll to payroll.

Experis/ Diamond Resorts International

PROJECT MANAGER CONSULTANT

Las Vegas, NV 11/2014- 1/2016

Business Partner: Accomplish information technology staff results by communicating job expectations, planning, monitoring, and appraising job results, coaching, initiating, coordinating, and enforcing systems, policies, and procedures.

Duties

- Project Management utilizing Agile and Waterfall methodology.
- Managed projects records for company IT Department's VP of Application Development and IT Project Manager.
- Created, designed and assist IT Project Manager with objective application developed.
- Monitored all global resort communication project completion requirements.
- Collaborated with Project Sponsor to development feasible Scope of work, budget planning, follow-up, develop status reports, cost estimates, and resource plans.
- Made vital Agile decisions and drove decision-making across all given projects. Set and adjusted project milestones and managed/ coordinated with vendors to gather required expectations.
- Managed all contracts and renewals, monitor and reporting progress, team leader, business partnering. Working with DRI Legal and Risk Management Departments. Data base usage: Selectica, DRI Intranet and Supplier Setup.
- Supported development and software quality assurance to ensure optimal progress and produce stability for end users.

All Business Media, Ilc-
PROJECT ACCOUNT MANAGER

Las Vegas, NV 10/2009 - 10/2014

Performed administrative duties for CEO, General Manager and Sales Director. (i.e. Screening calls, managing schedules, coordinating travel arrangement, meeting and events scheduling, preparing reports and financial data).

Duties

- Oversee multiple projects across all phases of development utilizing the SCRUM methodology.
- Trained and supervised other support staff members on development processes.
- Maintain customer relations while delegating duties as needed. Also developed CSR's client ret strategy.
- Researched and created workflow, inventory, stocking and assisting HR with
- Payroll for Sales Department.
- Worked directly with vendors, clients and assured all disputes were finalized with merchant vendors. Reconciled invoices, mailed statements; along with daily bank deposits. AR/AP assistance by QuickBooks 2007 data entry.

Education/ Training

- **Associate Business Administration-** Community College of Denver (CCD) 2006
- **Currently - PM Professional Certification** - CCSN. 2016

Professional Technical Skills

Social media knowledge
Proficient in Excel, Word, Act,
CRM Systems
Footprints Tracking
AirTable Project Tracking
QuickBooks
Oracle
Selectica
Clarity/ Atlas
Visio Software
Primavera P6
Onenote

Organizational and Administration Skills

Business Communications
Principles of Accounting
Business Law
Management Theory & Practice
Business Ethics
Principles of Marketing
Human Resources Management & Training
Organizational Behaviors
Managerial Economics
Management Information Systems
Principles of Finance
Project Management- Agile, Waterfall, SCRUM,
PERT and Critical Chain Methodology

Professional References

- Joseph Alvarado
joe@augmentitsolutions.com
(702) 379-0704
Augment IT Solutions
Business Mentor
- Nichole Henderson
Victoriousbeginnings@gmail.com
(702) 278-3622
Victorious Beginnings
QMHP/ LMFT
- Yusef Sudah
yusefsudah@gmail.com
(702) 325-5356
SunzShip