

# MICHELLE M. ARNOLD

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**OBJECTIVE:** To achieve exponential growth for a small, closely held venture capital firm.

## FINANCIAL OPERATIONS MANAGER

Results-oriented professional with more than 14 years of experience in financial operations management. Adept at overseeing accounting functions in a variety of environments from start up organizations to large, corporate subsidiaries. Skilled in promoting organizational growth, controlling costs, establishing key accounts, and streamlining procedures. Significant experience in administering employee benefit programs.

### AREAS OF STRENGTH:

- Accounting/Bookkeeping
- Budget Administration
- Resource Utilization
- Leadership/Supervision
- Account Management
- Strategic Planning
- Cost Reduction
- Staff Development
- Payroll Services

## PROFESSIONAL EXPERIENCE

FAIRVIEW JUNIOR HIGH SCHOOL, Scranton, PA 2000 to 2001

**Volunteer Advisor** (Simultaneously completed requirements for an MBA degree.)

- Contributed 10 hours per week to a web site development project to promote Internet-based learning.
- Interviewed 15 faculty members and assembled a student focus group to identify users' needs.
- Organized three school fundraisers to generate more than \$18,000 in support of the web site project.

CYPRESS BENEFITS (Formerly ABC Benefits Services, The R.D. Kinsey Co.), Scranton, PA 1985 to 1999

- Served a key role as one of four founders of a start up company (R.D. Kinsey) providing enrollment and administrative services for employers under Section 125/Flexible Spending Account (FSA) plans.*
- Participated in establishing the company as a turnkey, benefit administration outsourcing solution for corporate clients, with annual revenues of more than \$7 million.*

### Chronology of Positions:

**Managing Vice President**, Pennsylvania Service Center (1994 to 1999)

- Supervised five vice presidents in the financial and administrative operations of the Pennsylvania Service Center, which administered benefit programs for more than 1,000 employers.
- Oversaw R.D. Kinsey's transition from an independent operation to an ABC Service Center.

**Vice President of Administration** (1990 to 1994)

- Researched the feasibility of diversifying services and served a key role in expansion planning.
- Implemented additional services including payroll and retirement plan administration.

**Account Coordinator/Benefits Administrator** (1985 to 1990)

- Provided employee benefit consulting and administration, developing new accounts with employers.
- Performed in-house administration of benefit plans and served as the liaison to enrollees/employers.

### Key Achievements:

- Generated annual revenues of more than \$4 million and increased staff to 75 people by 1994.
- Facilitated increases in annual revenue by 75%, from \$4 million to \$7 million from 1994 to 1999.
- Served on a committee of key managers to evaluate a lucrative buyout offer by ABC Services.
- Coordinated all aspects of four office relocations, within eight years, to accommodate rapid growth.
- Implemented security measures to ensure proprietary data administration.
- Collaborated with a team to develop in-house software, eliminating all vendor software expenses.
- Oversaw all aspects of facility closure and transitioned services to the Georgia Service Center.

## EDUCATION

MBA, Pennsylvania State University, 2001 • BS, Accounting, Carnegie Mellon University, 1985