

Lalainia M. Coscarelli

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PROFILE

Versatile, perceptive and achievement-driven Business Operations Executive, long-respected for advanced abilities in operations management, strategic planning, revenue growth, process improvements, financial management, and organizational development. Personable, persuasive and recognized for business and financial acumen, displaying a positive leadership approach, and consistently surpassing goals.

AREAS OF EXPERTISE

- **Operations Management**
 - **Accounting & Financial Management**
 - **Budgeting, Forecasting & Cost Control**
 - **Strategic Planning**
 - **Process Improvements**
 - **Business & Organizational Development**
 - **Financial Planning & Analysis**
 - **Contract Administration**
 - **Change Management**
 - **Team Building & Motivation**
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PROFESSIONAL EXPERIENCE

Fidelity National Financial, FNRES Division, Olathe, KS, 04/97 to 11/08

Vice President of Business Operations, 2006 to 2008

Fidelity National Financial is a Fortune 400 Company and is recognized as the largest Title Company in the U.S. within the Information Technology Division it employs 150 staff and generates \$30 million in annual revenue.

- Advanced to the role of VP of Business Operations based on a demonstrated ability to provide financial acumen and dynamic leadership, contributing to the profitable growth of a \$30 million annual company.
- Demonstrated exemplary leadership attributes in increasing profitability to \$2.4 million annually, revitalizing underperformance and \$6 million annually losses within six months of tenure.
- Skillfully navigated the turnaround of an annual \$1 million cash flow surplus from a previous \$1 million deficit for a business unit of the company, earning senior management recognition.
- Employed proven analytical talents to create and maintain divisional monthly forecasts that accurately projected revenue and expenditure to within 99.8% of the net income forecast.
- Strategically directed business operations with responsibility for strategic planning, cost control, profitability increases, market expansion, revenue growth, and new business development.
- Leveraged strong financial management skills to create and administer budgets, reduce overhead costs and expenditure, and consistently maximize revenue growth and net profitability on an annual basis.
- Evaluated business performance, identified areas for improvement, and successfully streamlined processes, revitalized underperformance, and significantly increased bottom line growth.
- Developed and administered divisional budgets that exceeded \$30 million annually and maintained full P&L responsibility, ensuring the maximum return on investments and consistent revenue growth.
- Provided leadership and direction to multidisciplinary staff members in the execution of daily roles and developed a high performance innovative team that worked cooperatively to achieve common goals.
- Championed the development of joint marketing agreements that considerably grew revenue through revenue sharing opportunities.

Director of Business Operations, 1997 to 2006

- Directly contributed to company performance by offering expertise, reliability, and continuity in all areas of finance and contract administration, increasing gross sales and profitability annually.
- Managed a complex workload with responsibility for pricing new and existing contracts, profitability analysis, proposal responses, revenue forecasting, budgeting, sales tracking, and capacity planning.
- Served as a key member of the due diligence team, supporting the acquisition and implementation of a new technology operating unit that increased market penetration by 20% and improved gross sales.
- Earned recognition for implementing cost containment programs that reduced operating expenditure by \$700,000 annually and for the cost effective management of an annual \$30 million divisional budget.
- Provided direction to the accounting team in the identification of revenue opportunities within the established customer base that successfully generated an additional \$500,000 revenue annually.
- Employed proven business acumen to develop and implement a highly effective company-wide sales process that reduced the turnaround time on proposal development from 10 to 3 business days.
- Created and implemented new pricing models that positioned the company competitively within the market and developed new processes for pricing, contract administration, and sales tracking.
- Consistently evaluated and reevaluated operational performance, identified opportunities for business growth, and provided recommendations for strategic programs that optimized company growth.
- Managed the day-to-day activities of the accounting team and oversaw the billing, A/R, A/P, collections, and commission administration functions, reducing costs and maximizing net profits.
- Functioned as the divisional team lead on the SAP Deployment Team for the FICO module, providing technical support, information and education to managers, colleagues, and staff members.

Earlier Professional Experience:

Corporate Officer / Treasurer, MJT Associates, Inc., Lansing, MI, 09/92 to 04/97

MJT Associates was a start-up Mechanical and Electrical Engineering Firm that employed 25 staff members, and generated revenue of \$1.5 million on an annual basis when established as a profitable business.

- Managed financial operations with responsibility for full accounting functions including A/P, A/R, cost accounting, budget gap analysis, payroll, forecasting, tax filing, and financial statement preparation.

EDUCATION

B.S. Business Administration, University of Phoenix On Campus & Online, Phoenix, AZ

General Education Courses, Lansing Community College, Lansing, MI

SAP Profit Center Accounting & SAP Cost Management and Controlling, SAP USA, Philadelphia, PA, 1998