

Kelly J. Maguire

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Analyze > Evaluate > Enhance

Field Team and Project Management

Designed and implemented numerous transitional projects for large and fast-moving, rapidly growing companies. Established oversight and predictive control of sales, technology and financial planning/budgeting to minimize the stress sometimes associated with growth and change. Coordinated multiple phases and multiple projects across large geographic areas. Established successful tracking and project management practices on a national scale while engaging diverse and unrelated business functions. Investigation, innovation, execution.

Risk Management and Disaster Recovery

Broad and universal understanding of how to balance the benefits of technology and automation against the risks and the investment required. Expert on how to use technology as an accelerator without disruption of existing operations and relationships. Growth with control. Experienced in balancing data, network and application security with ease of use and availability. Able to identify and anticipate points of failure and plan for outages. The time to prepare for a disaster is prior to the disaster.

Data and Process Migration

Familiar with enterprise-wide migration of data and/or software tools and work flow. Long track record of successfully moving users, groups, departments and entire companies from old tools to new ones gracefully and with little suffering. Strong planning, budgeting and timeline skills. Expectations and promised deliverables should be realistic but still aggressive. History of overseeing change with an eye on gaining or maintaining competitive advantage. Nothing can ever be improved without being changed.

Process Re-Engineering

Able to assess and report on business strengths, weaknesses and opportunities. Excellent evaluation and review practices. Comfortable presenting written or verbal findings to any and all levels of operations or executive management. Created a "Methodologies Clearinghouse" at several companies which allowed them to track and leverage best practices on a large scale. Able to draw business objectives from area leaders then plan tasks and initiatives to meet business unit and customer needs. Nothing gets missed. Do it, delegate it or delete it.

Professional Experience

BDG Enterprises, Pretoria, South Africa

2007 to Present

President/Chief Information Officer

Challenge: Plan and execute a divisional spin off from a large global security firm and create a functional and autonomous international entity. Assemble all necessary departmental functions, staff, infrastructure and policy from scratch.

Start-Up: Designed and implemented departmental organization structure. Staffed and coordinated the creation of Human Resources, Accounting, Payroll, Policy and Marketing. Researched corporate software and connectivity requirements. Selected integrated software platforms to connect divisions, departments and key personnel located in multiple countries including the USA, South Africa, and Iraq.

Technology & Connectivity: Selected and installed all necessary technology and tools to produce corporate web presence, e-mail, trans-continental communication, corporate network and global connectivity.

Marketing and Expansion: Drafted corporate organizational chart and business plan. Defined and organized three separate and distinct divisions and their associated marketing strategies, operating budgets and divisional goals. Initiated new business partnerships to increase vertical integration and profit potential.

Finance & Tax Strategy: Organized income and expenses from numerous countries into a cohesive and effective tax strategy. Worked with CPA's, accountants, and corporate tax specialists from various countries to structure the best and most beneficial way to maximize revenue and minimize tax liabilities.

National Projects Manager/Expansion, Transition & Deployment Manager.

Challenge: Create, repair or reinvent numerous departments and company functions which were suffering the ill-effects of rapid growth.

Project Management: Created the Transitions Department and wrote a syllabus designed to board new people and production groups gracefully with little or no disruption in their sales and customer relationships. This included a company wide training culture designed to allow front-line, hands-on subject matter experts to provide the training where possible. Created the first ever National Projects Department designed to plan, track and execute mission critical, enterprise wide initiatives with precision and flexibility. Set the national standard for how to board new people properly. Reduced new-hire downtime from 70 days to 10.

Compliance Management: Responsible for state license applications in anticipation of business expansion into new states and new market territories. Developed state-specific checklists for senior management, area managers and sales people which allowed them to enter new markets safely while adhering to strict geographically specific regulatory and business guidelines.

Market Expansion: Conducted or directed all aspects of physical site acquisition including market/customer research, lease negotiations, space planning, construction coordinating, staff recruitment, training, technology infrastructure and connectivity necessary to open and ramp up production in new markets and new states.

Cross-Functional Collaboration: Created the Product Review Committee designed to evaluate the marketplace and manage our competitive position. Selectively added or removed products and modified product offerings to maximize our market potential without cannibalizing our existing business. Created the broadest possible menu of products while maintaining profit and quality control. Created the "Methodologies Clearinghouse" designed to collect and share best practices among and between both sales and operational units. Closed the communications disconnect common to remote locations and distant branches. Made collection and distribution of critical business information a deliberate and welcome process.

NEW LINE, Salt Lake City, UT

2003 to 2004

Regional Production Manager.

Challenge: Assemble a sales team and launch a productive sales program and build a profitable pipeline in a crowded and very competitive marketplace for a company that is virtually unknown.

Team Building: Recruited and trained account executives across three western states. Established a productive sales force with excellent project knowledge despite working without a physical office or storefront.

New Markets: Expanded the business of a Utah based lending operation into new market territories including Nevada, Arizona and California.

Production & Profitability Goals: Achieved both volume and profitability goals on time and as scheduled in 5 months.

UNITED CAPITAL, Las Vegas, NV

2002 to 2003

Western Regional Manager.

Challenge: Assemble a sales team and simultaneously staff a Regional Operations Center. Ramp up sales in a very competitive seven state market for a 12 year old national company that was virtually unknown in those seven states while adhering to strict quality controls related to government backed mortgage programs.

Market Awareness: Opened and staffed Regional Operations Center (R.O.C) in Las Vegas, Nevada for a national mortgage company based in Aurora, Colorado. Territory included seven western states; Washington, Oregon, Utah, Idaho, California, Nevada, and Arizona. Personally responsible for supporting and directing the production of Wholesale Account Executives in their efforts to acquire residential loan applications from mortgage brokers and mortgage bankers. Successfully recruited well known and respected local Account Executives and captured immediate market share for an otherwise unknown company. This was achieved by leveraging credibility built on 12 years of experience and long term personal relationships

New Relationships: Established and developed relationships with mortgage brokers, mortgage bankers and loan officers while recruiting additional Account Executives and constantly expanding into new markets across the western states. Mentored and motivated Account Executives to penetrate existing customer relationships and turn small customers into big ones by offering them product training and helping them to become more familiar with our company and our products.

New Operations Team: Assembled a completely new operations staff, directed and monitored their efforts to underwrite, close, fund and ship residential mortgage loans. This was the team responsible for assuring that each loan would be saleable in the secondary market with consideration for compliance, adherence to investor guidelines, service commitments, and profitability.

Assistant Vice President/Technology Officer.

Challenge: A large national bank with 8,000 employees in 40 states facing a somewhat limited understanding of their competition. They faced smaller, innovative and more agile companies with sales mentalities versus bank mentalities. Also saddled with outdated and disconnected information systems that could not collect, share or analyze data effectively.

National Assessment: Played a key role in the collection of data and the documentation of current practices and worked directly with the VP, Technology and the interim CIO to create the first ever Technology Strategic Plan for the bank. Assisted in the preparation of technology budgets and capital expenditure projections for four states in the mountain region. Consulted with business units and senior management to evaluate software strategies and customer service practices and made written recommendations.

Change Management: Responsible for the incremental integration and installation of computer technologies and software methodologies. Recommended solutions and managed the transition from old software applications to new ones. Trained and supported all users at all levels. Created the first official Information Technology Department in the west. Created and implemented the first disaster recovery program for five locations within the Nevada operations.

Sales Culture: Established the first ever sales initiative for the technology group. Adopted the title "User Happiness Manager" and visited numerous regional production and operations managers in an effort to identify their specific needs and to deliver solutions quickly and affordably. Supervised a 12-state technical services team and provided written recommendations regarding client level applications, wide area connectivity, software installation and configuration. Proactively defined and evaluated technology strategic plan for 600 end-users in mountain region. Promoted project management principles and risk assessment procedures. Directed the rollout of the first regional help desk to track and improve support performance.

MAGUIRE CONSULTING GROUP, LLC, Texas and Nevada

1987 to Present

President and Owner of independent contractor and consulting firm specializing in sales force and field automation, the principals of project management, decision support and business system analysis. Assist companies by increasing the productivity of individual employees or departments through the enhanced use of their owned and existing technology/software assets.

UNIVERSITY OF NEVADA AT LAS VEGAS, Las Vegas, NV

1993 -1994

Lecturer. Taught Economics and Statistics to classes ranging in size from 30 to 60 students.

BAYLOR UNIVERSITY, Waco, TX

1987 - 1988

Graduate Supervisor of The Casey Computer Center. Supervised undergraduate and graduate level training in computer software and applications. Designed and conducted seminars in Project Management (PERT/CPM), Resource Management, and Linear Programming (Operations Research).

Education

Baylor University, Waco, Texas

Master's Degree in Business Administration, **M.B.A.**, August 1988

University of Texas, San Antonio, Texas

Bachelor's Degree in Business Administration, **B.B.A.**, May 1987

Professional/Personal Associations

Private Pilot

Member Aircraft Owners and Pilots Association

Member Seaplane Pilots Association

2nd Lieutenant in the Civil Air Patrol

Past Member, Board of Directors CASA Foundation, Clark County, NV (Court Appointed Special Advocates)

Past Director of Nevada Mortgage Bankers Association, state chapter.

Past Director, Treasurer of the Nevada Mortgage Bankers Association, southern chapter.