

JAMES C. MANN
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Objective: **Operations Manager** for day-to-day responsibilities. Optimize resources and personnel to create an environment that will enable the CEO to achieve his or her strategic objectives.

General Management

Experienced manager in a variety of environments, both Profit and Nonprofit
Responsible for HR, employment, health benefits, 403(b), background checks
Trained employees, low turn-over of employees and volunteers, excellent retention
Successful in meeting objectives of management and customer expectations
Successful manager of \$2MM remote warehouse, **attained sales and profit goals**

Facilities Management

Proactive facilities manager, for buildings 10,000 to 42,000 sq. ft. (five to 800 people)
Negotiated new leases for reduced rates, **organized** moves to new locations
Excellent relations with service and supply vendors assured quick delivery
Updated phone and data infrastructure at multiple locations
Active owner's representative team member for \$4.55 million addition and remodeling project
Property manager for four houses leased by Nonprofit

Financial Management

Financial manager for \$1MM Nonprofit budget
Responsible for reporting financial information as needed to management and governing board
Operated in a “transparent environment” for finances
Active team member to **select lender for \$4.5 million** addition and remodeling project
Management staff liaison to Capital Campaign team, and other teams for building project
Kept expenses under budget: known for being “tight”

Technology and Engineering

Initiated the updating of new IT services and functions for each employer
Designed and installed LAN for employers
Tier 1 help desk support software, hardware, intercom and phone systems (design)
Implemented and **upgraded Microsoft SMB**; 2000 and 2003, other MS products
Proficient in MS Office, Church Management software, photo and web design software
Selected last mile provider for phone and data services
Designed LAN, intercom, telephone and CCTV security systems
Proactive owner-representative for building renovation and HVAC upgrades
Multiple positions have required learning and disseminating technical information

- Oct 2001 to Present Northminster Presbyterian Church, Indianapolis, IN
Business Administrator
Responsible for administering all the church's business affairs and working with church members and staff to achieve objectives.
Primary management/supervisory responsibilities include: **Financial** Management, **Personnel** Management, Office Management, **Properties** Management, **Computer Systems** Management, and General Administrative Management
- Jan 2000-Aug 2001 Diversified Insulation, Indianapolis. and Tubesock, Inc, Shelbyville, IN
Projects as assigned by owner, including insulation **sales**, ISP services, LAN and DSL sales
- 1987 -2000 Green-Wissler Sales and Monarch Distributing, Indianapolis, IN
Manufacturers Representative Firm and Distributor
Specializing in consumer electronics and commercial communication products
Operations manager, Network Administrator, technical support for all products
- 2002 – Present Safety Patrol “Yellow Shirt” for Indianapolis Motor Speedway
Seasonal; **Customer Service** and Public Safety.

Previous Career Experiences

Sales Engineer
Test Technician and **Quality Control**

Education:

Miami University, Oxford, Ohio
B.S. Marketing with engineering electives

Certifications:

CCNA Cisco Certified Network Associate

Organizations and volunteer activities:

Facilitated Dave Ramsey’s Financial Peace University class
FreeWheelin’ Community Bikes, volunteer mechanic
Synod of Lincoln Trails, Board member, Audit Committee
National Association of Church Business Administrators, local and national participation
St. Mary’s Child Center, Technology Advisory Committee, completed 2006