



City of Lathrup Village

27400 Southfield Road

Lathrup Village, MI 48076

www.lathrupvillage.org | (248) 557-2600

2024 Finance Review Committee Application

The City Council seeks to create a committee of four (4) citizens to work with a Council Liaison and a City Administrator-appointed staff member to develop recommendations on potential future revenue sources, which may include ballot initiatives.

Committee recommendations shall be based on the following criteria:

- Lathrup Village Financial Reports (independent audits)
- Approved Fiscal Year Budgets
- Approved Capital Improvement Plans
- Committee studies on how new revenues (ex: increased fees, millage renewals, special assessments) may impact current staffing levels and deliver sustainable progress towards City goals outlined in approved plans.
- Committee studies on how no new revenues may impact current staffing levels current staffing levels and deliver sustainable progress towards City goals outlined in approved plans.

Time Commitment and Expectations:

- The committee will meet biweekly between June and October 2024. The group may adjust schedules to accommodate holiday schedules.
- Meetings are expected to take place at a recurring location/time, set by the committee, for no more than two hours.
- The committee will create a final report that will be delivered to the City Council by November 2024.

Resumes and letters of intent are required and must be included with the application. The Mayor will review applications and make appointment recommendations for the City Council's approval at a regular City Council meeting on May 20, 2024. **PRIORITY WILL BE GIVEN TO THOSE WHO HAVE EXPERIENCE IN BUDGETING, ACCOUNTING, FINANCE, OR SIMILAR FIELD.**

Name: Deborah McDonald

Address: 19060 LACROSSE LATHRUP VILLAGE MI 48076

Phone: 248-943-4404 Street, City, State, Zip

Email: DeborahMcDonald1026@gmail.com

Are you at least 18 years of age:

☒ YES

☐ NO

Are you a registered voter in Lathrup Village:

☒ YES

☐ NO

Have you been a resident of Lathrup Village for 1+ years:

☒ YES

☐ NO

Kelly Garrett
Mayor

Bruce Kantor
Mayor Pro-Tem

Jalen Jennings
Council Member

Dalton Barksdale
Council Member

Jason Hammond
Council Member



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Do you have interest in serving as Chair or Vice Chair of the task force:

☒ YES

☐ NO

Please indicate if you have any experience in the following areas (people with existing or previous volunteer experience with the City are encouraged):

• Financial Management

☐

• Public Administration

☐

• Auditing/Accounting

☐

• Small Business/Entrepreneur

☒

• Banking Industry

☒

• Other _____

☐

If you checked any of the experience areas above, please elaborate on that experience and how it could be a benefit to the City as a member of this committee (include additional sheets if needed):

- worked in banking AS A Licensed Banker-
financial specialist FOR APPROXIMATELY
10 years

- I own & manage 13 properties AS
RENTAL properties & AIRBNB'S.

Important Public Records Information: All information submitted in this application is public information and subject to disclosure in response to a public records request made under the Freedom of Information Act. Please contact the City Clerk at 248-557-2600 if you have any questions or concerns about the disclosure of specific information.

Truth and Accuracy: I certify that the information contained in this form is accurate and complete to the best of my knowledge. I understand that all information disclosed on this form will be available to the public as part of a Freedom of Information Act request.

Signature: Debra W. McInerney

Date: 4.24.24

Applicants must be in good standing with the City to be eligible for committee, commission, or board appointment. Any outstanding violations or payments associated with the applying individual or individuals' property may result in the submitted application being rejected.

Return completed application to:
Lathrup Village – City Clerk, 27400 Southfield Road, Lathrup Village, MI 48076

Kelly Garrett
Mayor

Bruce Kantor
Mayor Pro-Tem

Jalen Jennings
Council Member

Dalton Barksdale
Council Member

Jason Hammond
Council Member

Deborah McDonald

Lathrup Village, MI 48076

Deborahmcdonald1026@yahoo.com

+1 248 943 4404

Work Experience

Customer Service Specialist

Henry Ford Health Systems

2017 to Present

Responsible for arriving patients and verifying insurance and demographics.

Specialty Champion and leader in coaching and training team in scheduling of specialty appointments.

Financial Specialist

PNC Bank, Livonia

2008 to 2015

Branch key financial consultant. Advise customers in retirement planning through an array of financial vehicles including 401k rollovers, mutual funds, annuities and asset management accounts. Observe and coach tellers and platform bankers in meeting customer request with 5 star language and resolution while taking a consultative approach in offering financial solutions that will assist in meeting personal financial objectives.

Licensed Personal Banker, Consumer & Business Banking

CHASE BANK, Lathrup Village

2005 to 2008

Acquire, retain and expand new and existing consumer and business relationships utilizing relationship building and consultative selling techniques; proactively engage customers to assess financial needs and recommend products and services, including mortgage, credit, and investment accounts.

- Tasked by management to participate in the tree-state platform conversion project resulting from the merger with Bank One. Played a key role managing a team of eight in successfully transitioning Bronx NY branch resulting in a seamless systems conversion without interruption to the customer.
- Increased monthly branch investment sales from about \$50,000 to between \$200,000 and \$400,000.
- Ranked top in branch in mortgage sales consistently with \$300,000 to \$500,000 in loans and lines of credit monthly over a 12-month period.

Independent Realtor

CENTURY 21 TODAY - Bloomfield Hills, MI

2003 to 2005

Managed all aspects of this entrepreneurial-based business, including bookkeeping, marketing, client acquisition, and contract negotiation; marketed and sold homes in the Detroit Metro area; generated sales through aggressive networking, prospecting, and marketing efforts; advised buyers and sellers regarding property, market statistics, and purchasing / selling strategies.

Senior Technical Applications Consultant, National Accounts

SPRINT

1994 to 2003

Managed and coordinated the B2B customer implementations of Sprint services and products, including full project management from engagement through post-implementation support, including testing and training; assembled project teams and directed multiple location engagements.

- * Partnered directly with national account customers in creating network designs and plans to migrate service from other carriers onto the Sprint platform as well as implement Sprint system enhancements for existing customers.

- * Successfully led the on-site implementation of 43 major automotive call centers with zero defects for General Motors resulting in an additional \$ 1.2 million in Telecom services, support contracts, and equipment sales.

- * Built disaster recovery plans and served as the project's subject matter expert for internal resources and outside vendors such as EDS during installations, providing guidance and solutions to resolve issues.

- * Established and authored call center post-installation protocols relating to time of day, day of week routing and technical operations.

- * Met or exceeded sales and quality goals for support team 11 out of 12 performance months.

Customer Development Account Manager

SPRINT

1993 to 1994

Promoted into this newly created position resulting from industry-related regulatory and technology changes affecting toll free portability; partnered with sales to launch a major customer retention campaign; leveraged relationship building talents and extensive product knowledge as well as utilized consultative and strategic sales techniques to retain business.

- * Exceeded goal of 60% by retaining more than 80% of the existing toll free customer base as well as grew retained customer accounts by approximately 40%.

- * Received recognition from management for achievement.

Major Accounts Account Consultant

Sprint

1990 to 1993

Worked closely with cross-functional teams to grow the Chicago and Michigan territories by identifying and recommending services to small local accounts.

- * Designed billing hierarchies and developed procedures to report problem issues.

- * Consistently recognized by management and staff.

Manager, Major Accounts

SPRINT - Chicago, IL

1988 to 1990

Managed a team of up to 15 representatives in executing retention initiatives targeting existing small business customers throughout a Chicago-based territory; trained staff on new products and product enhancements; prepared and delivered annual performance reviews.

- * Successfully retained 98% of the existing customer base.

- * Received achievement-based awards.

Call Center Supervisor

SPRINT - Chicago, IL

1986 to 1988

Supervised teams of 10-15 call center representatives. Worked in and inbound ACD environment, monitored calls, provided coaching and feedback. Maintained processes and policies to encourage and implemented strategies to align with and to improve departmental goals

Education

High school or equivalent

Oakland University - Rochester Hills, MI

Skills

- Call Center
- CSR
- Customer Service
- Customer Care
- Customer Support
- Disaster Recovery
- Team Management
- Customer service
- Bookkeeping
- Leadership
- Organizational skills