

Hello,

I am a well-educated, trustworthy, hardworking individual with a master's degree in business administration, Finance & Economics. I have a successful track record in the private sector and in state government. Although I am confident, I would be an asset to your organization. I am looking for a role where my contribution makes a measurable impact.

Below are a few notable skills I can bring to your team:

Data Utilization & Analysis: Functional & Situational Reasoning: Project Management: Strategic Planning: Change Management: Total Quality Management: Lean: Six Sigma Black Belt: Process Mapping: Swot Analysis: Workforce Management platform administration, system enhancement(s) & upgrade(s): Oracle, People Soft, GIS based asset management solutions and development. CPR, AED and Basic First Aid Certification, GIS basics, GIS Intermediate, Advanced GIS concepts certified, NIMS Certifications 100, 200, 700, 800, IMPLAN, Tableau, MCSE

I would enjoy a few moments of your time, to find out more about what appears to be a very interesting opportunity. For your review, I have attached both my resume and my latest work performance evaluation.

I look forward to hearing from you as time allows.

Thank you in advance for your time and consideration.

Chad

CHAD EMERSON LEGGETT, MA, BA, MBA, PMP, CMA

119.071(4)(d)2.z.(II)(Cemersonleggett@gmail.com

Strategic Resource Utilization • Business Development • Data Utilization • Program Management

Drove Quality Management • Improved Processes • Managed Workforces • Optimized Operations

Achievement Award 3x, Indiana DOT • Advanced GIS Concepts Certified • Six Sigma Black Belt

WORK EXPERIENCE

Teachers Credit Union, South Bend, IN

May 2019 - Present

Indiana's largest credit union

Digital Services, Senior Product Manager, ITM Implementation

- Streamlined workflow by managing the implementation of advanced ITM technology for branch transformation, eliminating corporate waste, and increasing overall profitability.
- Contributed to all planning and budget cycle activities by managing day-to-day implementation.
- Optimized communication through engaging with internal team leadership as well as external professionals to create, deploy, enhance, and strategically locate new banking footprint.
- Increased efficiency by developing comprehensive Lean processes and procedures and creating a GIS-driven preventative asset management programs that lowered costs.

Indiana Department of Transportation, Various Locations

2014 - 2019

A governmental agency of the US state of Indiana

Operations Analyst, Operations Process & System Management

Nov 2016 - June 2019

- Earned 3x Achievement Award "for high achievement and contribution" via leveraging consistent exceptional performance in operations management and overall excellence.
- Catalyzed operational support by recommending and facilitating quality improvement efforts (DMAIC) as well as developing, maintaining, and amending standard operating procedures.
- Enhanced strategic decision-making through identifying, capturing, and maintaining critical data elements necessary for process and system management and improvement.
- Delivered added value via effectively creating, implementing, and managing several technical and operational business solutions and products at the state and district levels.

Program Director/District Analyst

June 2014 - Nov 2016

- Contributed to workstream improvement through participating in root cause analysis to correct and/or prevent deviations in operational and departmental processes and workflows.
- Augmented information handling, strategic analysis, and utilization via transforming data into business information related to regional and statewide strategic decision-making.
- Facilitated discussions and data analysis through completing annual work plans as well as preparing and delivering executive-level presentations related to district programs.
- Streamlined operations via aligning departmental priorities and projects to strategic plans.

Purdue University, Fort Wayne, IN

Aug 2009 - June 2012

A leading public land-grant research university

Graduate Assistant/EBF Coach

- Delivered successful programs and initiatives via managing the Office of Diversity and Multicultural Affairs and the MBA Office for the Department of Economics/Finance/Accounting.

Washington Mutual, Fort Lauderdale, FL

Aug 2000 - June 2009

Vice President / Sales Manager / Trainer

- Added value through serving as Accelerated Sales Training Instructor for Washington Mutual.
- Contributed to departmental success via directing Risk Management- Financial Underwriting.
- Exceeded monthly and yearly ROI targets both individually and as a manager by leveraging extensive knowledge of products and services to effectively sell to customers.
- Earned Top 5% producer throughout tenure and received several awards through delivering the utmost in customer services, sales leadership, client satisfaction, and retention.

EDUCATION

Indiana University, Bloomington, IN

Master of Business Administration

Indiana University, Bloomington, IN

Master of Arts, Economics & Operations Management

Indiana University, Bloomington, IN

Bachelor of Science, Business Economics

TECHNOLOGIES, CERTIFICATIONS, & AWARDS

Technologies: SAS, Microsoft Office, Oracle, BI, Tableau, Lindo, Python, SQL

Certifications: CPR, AED and Basic First Aid Certification; Advanced GIS Concepts Certified; NIMS Certifications 100, 200, 700, 800 **Awards:** Achievement Award 3x, Indiana Department of Transportation

Public Records Exemptions

Enclosed please find a copy of the response documents for your public records request. The following information is provided to explain the process employed to review and produce the response documents.

| Reason | Description | Pages |
|--------------------------|-------------|-------|
| 119.071(4)(d)2.z.(II)(B) | | 2 |