

STACEY BELL

Kansas City, Missouri | (913) 530-3391 | sbell1274@gmail.com

[linkedin.com/in/staceybell1](https://www.linkedin.com/in/staceybell1)

CLIENT SUPPORT | CUSTOMER RELATIONS MANAGER | PROJECT MANAGEMENT

Client Retention	Training and Development
Technical Team Liaison	Team Management
Large-Scale Project Management	Strategical Planning & Implementation

CAREER ACCOMPLISHMENTS

- Managed Client Support team in development and support of new Stock Transfer System.
- Completed two-year regulatory implementation of Mandatory Cost Basis for Federated Investors and Dreyfus Mutual Funds.
- Managed four new Mutual Fund client launches and two client conversions; increased client base by 10%.
- Implemented and supported compliance and tax reporting processes for over 50+ fund families.
- Planned and coordinated client conference for multiple client attendees.
- Led conversion to new Client/Caregiver scheduling and database system.

PROFESSIONAL EXPERIENCE

ENHANCED HOMECARE 10/2015 - 4/2018

Operations Manager

- Managed daily operations and supervised staff; ensured that client service needs were met.
- On-boarded talent: recruited; hired new employees, performed orientation; managed staff development and performance.
- Administered bi-weekly billing and accounts receivable for Enhanced Home Care clients using Clear Care and NetSuite software.
- Processed bi-weekly payroll for over 80 caregivers using ADP software.
- Identified and implemented operational efficiencies including conversion to new client/caregiver scheduling system.

R.A. BLOCH CANCER FOUNDATION 04/2015-10/2015

Assistant to Executive Director

- Updated and maintained R.A. Bloch Cancer volunteer database.
- Produced report matrix of Hotline call statistics for review for the R.A. Bloch Cancer Foundation quarterly meeting.
- Solicited donor gifts from local companies for the 2015 Cancer Survivor Day Rally.
- Assisted the Executive Director in overseeing the Cancer Survivor Day Rally event.

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DST SYSTEMS, INC., Kansas City, Missouri 1986-2014
15+ years' experience in Management with DST Systems (*provider of software for mutual fund companies*)

Client Consultant/Supervisor(2006-2014)

Client Service Representative/Senior Client Representative (1994-2006)

Supervisor, Processing Area Cash Control (1992-1993)

- Directed team of business and technical associates responsible for delivering new projects.
- Managed daily support and client requirements for mutual fund projects.
- Initiated and implemented training program for 25 new employees.
- Performed troubleshooting on system issues, identified problems, implemented and executed resolutions.
- Performed monthly account and service fee audits for mutual fund clients.
- Executed monthly and annual Sarbanes-Oxley review.
- On-boarded multiple new clients providing conversion statuses to upper management.
- Assisted department manager in overseeing department operations.
- Supervised associates to ensure timely and accurate completion of daily work.
- Managed team of associates; developed career plans for short-term and long-term achievements.
- Documented enhancements and processes for multiple clients.
- Prepared weekly summary report for clients.

ADDITIONAL WORK EXPERIENCE

Congregation Beth Shalom – 1st Grade Teacher (1996-2018)

- Helped develop class curriculum.
- Integrated community service activities with weekly class donations.

COMMUNITY INVOLVEMENT

Project Literacy Kansas City	Midwest Foster Care	JFS Food Pantry
NCJW Back to School Store	Wayside Waifs	Harvesters

EDUCATION

BA, Communications/Marketing, University of Missouri at Kansas City

PROFESSIONAL DEVELOPMENT

Managing Client Expectations	Crucial Conversations	Crucial Confrontations
Leading at the Speed of Trust	Managing Priorities	File-Aid
7 Habits of Highly Effective People	Write to the Top	