

MICHAEL W. RIGGS

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CAREER OBJECTIVE

A project management position in a progressive company requiring a leader who leads and inspires teams and individuals to achieve objectives on time.

SUMMARY OF QUALIFICATIONS

- Proven leadership skills
- Strong business acumen
- Team building / staff development
- Effective sales experience
- Seasoned communication skills
- Ability to manage multiple projects
- Financial Services Experience
- Strong work ethic and integrity

PROFESSIONAL EXPERIENCE

Argus Health Systems (DST)

Lead Account Manager

March 2012 to August 2014

- Managed an integration project with a new health plan, their parent company and their new vendor
- Worked with IT & developer to pilot the first client rollout of Rework, a claims reprocessing solution
- Coordinated client requests with internal departments, IT, CMS, Pharmacy team, Director, and VP
- Extensive use of Excel to synthesize data so Argus and Client leaders could make informed decisions
- Coached and developed other associates on the team to higher levels of success
- Lead meetings to include clients, director, VP, SMEs, and other stakeholders to address client needs
- Worked with reporting team to develop a client facing workflow report which saved time and money

Randy Curnow Buick GMC

Finance Director

February 2016 to December 2017

- Redesigned finance process and updated all forms and disclosures for current legal compliance
- Increased finance department profitability 21% in 2016 over 2015
- Added new financing options with credit unions and bank to provide better customer options and profit

McCarthy Auto Group

Finance Manager

August 2014 to February 2016

- Provided and sold financial services and protection products for customers purchasing vehicles
- Finance and Insurance certification, AFIP Certification for state and federal legal compliance
- Recognized for outstanding performance and highest customer surveys

McCarthy Auto Group

Internet Sales Manager, McCarthy Nissan Olathe

May 2009 to March 2012

- Ranked #1 salesman of over 200 sales people in the auto group for 2010
- Top 2 ranking Sales in Nissan district for 2011, Platinum Award for 2011
- Highest ranked customer surveys and repeat sales

Chrysler Financial – Kansas City Contact Center (Aug 2002 – Dec 2008)

Customer Service Manager

August 2002 to December 2008

- Skip/Investigations Manager - Managed vendor relations, litigation team, and 20 agents on skip team
 - Quality Monitoring Team Manager - Coached Quality Monitors to coach agents using their recorded calls
 - Center Recruiter - Presented CFC at universities, screened candidates, and met hiring goals and deadlines
 - Collections Team Leader - Responsible for interviewing, coaching and developing to drive results
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EDUCATION

Masters of Business Administration – Marketing/Entrepreneurship

July 28, 2006

University of Missouri Kansas City

Kansas City, MO

School Marketing Experience: Created a web marketing plan for small businesses, created a complete business plan for Midwest Research Institute's new technology, designed a complete marketing plan for Beauty Brands, and other companies.

Bachelor of Arts, Business Administration

May 10, 2002

University of Missouri Kansas City

Kansas City, MO

COMMUNITY SERVICE

- Vice-President of Board of Directors for the Kansas City Church of Christ
- Ravenwood Place Homeowners Association
- Hope Worldwide/Hope for Kids volunteer
- University of Missouri Business Student Mentorship Program