

Stanley Garlington

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PROFESSIONAL SUMMARY

A highly motivated transformational leader with 20 years verifiable experience partnering with account teams, financial institutions, analyzing, optimizing and streamlining complex business strategies and process improvement opportunities. I am a passionate authentic leader who uses rapport, inspiration, and empathy to engage clients, customers and team members. With an outside-in mindset, my teams have driven world-class business intelligence and data analytics.

CORE COMPETENCIES

- Strategic Thinking
- Building Collaborative Relationships
- Leadership Presence
- Managing Change
- Building Effective Teams
- Results Orientation
- Effective Oral and Written Communication

PROFESSIONAL EXPERIENCE

Deluxe Corporation | November 1999 – Present

Client Data Management Check & Fraud Support Manager | Jan 2011 – Present

- Support Sales Leaders, Account Managers, Community and National Financial Institutions -- My leadership responsibilities were to know Sales leaders goals and objects for the year by participating in the yearly Sales annual operating planning meetings to have first-hand knowledge of all goals and objectives. Participate in yearly Sales learning summits to facilitate and communicate goals and objectives to the various teams I lead. Position Sales financial institutions, Sales territories, staffing models, programs and products that exceed industry expectations. Leading and directing my teams to build relationships and provide professional services by being consultative partners to grow revenue.
- Partner to grow financial institutions revenue -- National accounts-I assigned dedicated resources whose skillsets and knowledge provided the best opportunity for continued growth financially and as partners. As a dedicated resource, this allowed intimate knowledge of data trends, products and programs to drive data driven decisions. Daily, weekly and monthly meetings with teams for collaborative opportunities.
- Manage remote and international employees -- Managed 8 remote employees (New York, Oklahoma, Minnesota, Cincinnati, New Jersey, Phoenix AZ and Pennsylvania). These positions were Pricing and Billing Specialist, Billing Auditor, Contract Implementation Specialist, Technical Analyst, Production Specialist.
- International Specialists -- Managed 5 specialists in India. Tata Consulting Specialists--Responsibilities were to implement Pricing and Billing, Contracts, Technical Analyst, Productions, New Financial Institutions, Electronic Delivery and various business data in company systems. Provide direction and training to this team to gain

efficiencies through tracking and trending to advance quality for financial institutions. Lean processes to reduce cost while gaining efficiencies and improving quality.

- Touch and Tackle meetings that allows communication in team meetings that allows learning from each of the small group dedicated teams that could be replicated and optimized.

Client Services East Community Leader | April 2009 – January 2011

- Develop employees through coaching and counseling, directing assignments, planning, and training activities to enhance financial institution support.

Client Services Data Support Lead | November 1999 – April 2009

- Lead team members by developing an atmosphere conducive to self-improvement of billing, production and technical analysts to provide financial institution support.

EDUCATION

Business Administration | Washburn University

Business Administration | Wichita State University

ADDITIONAL SKILLS

- SalesForce.com
- SAP Business Software
- Business Continuity Committee Leader
- Environment Safety & Security Health Committee
- LEAN Certified
- Digital Banking
- Cyber Fraud
- Kimble System / Applications
- Sales Cellular Training Model
- Key Performers Indicator Training
- Financial Services Enterprise
- Professional Services
- Value Stream Mapping
- P&Ls – Account/Budget Management
- Resource & Capacity Management
- Optimize CS&O Check & Fraud Profitability
- Promote Engaging Culture
- Diversity Training
- Business Acumen
- Microsoft Office
- Cosmos

AWARDS AND HONORS

- President's Club - Client Services Outstanding Leadership
- Sales Excellence Award
- Point of Sales Revenue Generation
- Customer Satisfaction Award