

TIMOTHY J. FOX, MBA

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OBJECTIVE: To obtain a position that will utilize my experience and skills in operations, customer service, leadership, and sales

EDUCATION

Executive Master of Business Administration, Baldwin-Wallace College	2008
Bachelor of Science in Education, Baldwin-Wallace College	1997

SUMMARY OF QUALIFICATIONS

Demonstrating over fifteen years of growth in experience and achievement in the following key areas:

Customer Service
Budgeting
Financial Analysis
Management

Operations
Sales
Staff Training & Development
Staff Supervision

Executive Leadership-Outstanding skills in analysis, planning, and implementation with exceptional motivation and team-building abilities

Communication-Exceptional oral and written presentation skills and ability to teach, train, and coach others of various knowledge and skill levels effectively

PROFESSIONAL HIGHLIGHTS

PNC Bank

1/13 – Present

Full service financial service institution providing clients with services to achieve financial success

Business Banker, Branch Manager, Assistant Branch Manager & Branch Financial Sales Consultant,

Northern Ohio Market

- Relationship Manager for Businesses with annual sales of \$500,000 to \$5,000,000
- Responsible for branch operations including scheduling, coaching, quick starts, closing and opening the branch, maintaining required operation logs, working with tellers to resolve customer needs, auditing and cash management and branch audit preparation
- Coach and inform branch staff on branch sales vs goals
- Approve transactions above limits and verify information for security purposes
- Work with platform and teller staff on implementation of insight and achieving additional sales with the tool
- Responsible for meeting with new consumer and business clients to conduct a needs analysis and provide and sell the best recommendations
- Responsible to sell products including Consumer and Business DDA, Lending Solutions, Credit Cards, and Safe Deposit Boxes

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- Responsible for uncovering potential financial investment service needs and referring clients to appropriate finance partner
- Conduct sales calls to clients to grow share of wallet and discuss pre-selected opportunities
- Providing customer service to all clients to resolve needs and concerns, and to conduct an account review conversation to uncover additional needs and opportunities
- Serve as credit and workplace champ includes staff education, tracking sales, reporting to SSSM regularly, and working to meet branch credit goals

CLEVELAND CAVALIERS, LLC

Organization of the National Basketball Association

Head Coach/General Manager, Wheelchair Cavaliers, Cleveland, Ohio

10/07-Present

- Responsible for managing the annual operating budget, including financial analysis, for the Wheelchair Cavaliers basketball team.
- Responsible for scheduling tournaments, securing travel arrangements, purchasing and maintaining equipment, and scheduling and facilitating practices.

Insurance

3/12 – 1/13

Major medical and supplemental insurance for individuals and businesses

Major Medical and Supplemental Insurance Broker, Brunswick, Ohio

- Responsible for recruitment, interviewing, hiring and training of sales team
- Responsible for weekly reports and meeting set sales goals for team
- Responsible for development of personal book of business
- Conduct sales calls to potential business leads
- Meet with potential clients to discuss programs

ACHIEVEMENT CENTERS FOR CHILDREN

6/99-2/12

One of Northeast Ohio's oldest and most innovative agencies providing rehabilitation services, education, and support for individuals with disabilities, with facilities in Strongsville, Westlake, and Highland Hills

Vice President, Strongsville, Ohio

- Responsible for staff recruitment, hiring, training, and development, which include twenty permanent staff and one hundred part time staff.
- Responsible for conducting thorough background checks, collecting appropriate paperwork, and verifying work status of employees.
- Developed annual budget while responsible for operational and financial oversight within the department, which operates with a \$1,300,000 budget.
- Developed and maintained cost accounting system for programs.
- Managed accounts payable process for department and monitored monthly goals.
- Streamlined billing and accounts receivable process of department to ensure consistency throughout the agency.
- Generated monthly productivity reports for client services including financial analysis.
- Developed, managed, and implemented Medicaid Waiver billing system for various services.
- Managed account receivables, successfully increasing direct service revenue from \$250,000 to \$1,430,000 annually.
- Successfully developed collaborations with other health care organizations, such as Cleveland Clinic, MetroHealth, University Hospitals, and Muscular Dystrophy Association to increase service revenue.

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- Developed and implemented specialized services, resulting in increased cost savings of \$315,000.
- Successfully increased fundraising revenue from \$10,000 to over \$75,000 from annual event.
- Collaborated with Occupational, Physical, and Speech Therapists to provide specialized comprehensive educational and athletic services.
- Assured adherence to county, state, and federal policies and procedures, and maintain location's multiple accreditation standards.
- Responsible for marketing new and current programs to the public, as well as schools and businesses.

BALDWIN-WALLACE COLLEGE

9/05-12/10

A private, liberal arts college located in Berea, Ohio

Adjunct Professor, Berea, Ohio

- Responsible for the development and implementation of curriculum for Adapted Physical Education course.
- Responsible for preparing twenty-four undergraduate students per semester through the use of a variety of teaching strategies, including lecture, discussion, field observation, and tactile experiences.

ORGANIZATIONS

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| • National Wheelchair Basketball Board of Directors | 2016-Present |
| • National Wheelchair Basketball Division 3 Committee Member & Chair | 2008-2016 |
| • Strongsville Rotarian | 1999-2012 |
| • Strongsville Chamber of Commerce Member | 1999-2012 |
| • Non-Violent Physical Crisis Intervention Certified Instructor | 2004-2012 |
| • American Camp Association Ohio Section Board | 2005-2010 |
| • American Camp Association National Public Policy Committee | 2007-2010 |

ADDITIONAL SKILLS

- Computer proficient in QuickBooks, Microsoft Outlook, Word, Excel, Access, Power Point, and Publisher