

## **STEPHANIE SISAK**

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### **SUMMARY OF QUALIFICATIONS**

A results driven professional with significant experience in operations management, financial analysis, strategic planning and project management. Superior written and verbal communication skills, easily interacts with executives, regulatory agencies, clients, vendors and staff. Licensed Real Estate Agent with extensive knowledge about property valuations, market conditions and government programs.

### **PROFESSIONAL EXPERIENCE**

**2004 – present KEA Enterprises, LLC** **Cincinnati, OH**  
**President**

- Provide management consulting services to Fortune 500 companies and small business owners
- Areas of concentration include business continuity planning, strategic planning, business process improvement and operations management
- Primary subcontractor for Advanced Environmental Solutions, Inc. completing special property inspections in New Mexico, Texas, Colorado, Utah, Montana and Wyoming
- Directed 55 independent contractors to conduct property inspections on government owned homes and submit reports according to the contract terms
- Completed over 13,000 property inspections between February 2005 – September 2010 with a 97.18% error-free rate
- Developed a proprietary website to assign inspections, store photos and documentation, balance workloads across the region, perform quality control, and provide management reports to HUD

**2004 – 2010 Advanced Environmental Solutions, Inc.** **Albuquerque, NM**  
**Divisional Vice President**

- Contract Manager and single-point of contact between Advanced Environmental Solutions, Inc. and the Department of Housing & Urban Development
- Managed all aspects of the Special Property Inspection contracts for the states of New Mexico, Northern Texas, Colorado, Utah, Montana and Wyoming

**1999 – present Xavier University** **Cincinnati, OH**  
**Teaching Professor, Department of Finance**

- Instruct both graduate and undergraduate students on the fundamentals of corporate finance, personal finance and real estate finance
- Honored with the Delta Sigma Pi “Teacher of the Year” award for 2008 and 2013
- Selected as “Professor of the Year” by the Executive MBA class of 2011 and 2017
- Chosen as “Professor of the Year” for the Main Campus MBA program in 2017 and the Northern Kentucky MBA class of 2013
- Received the Dean’s Award for “Excellence in Adjunct Teaching” in May 2005 and May 2008

**2000 – 2005 Great American Insurance** **Cincinnati, OH**  
**Assistant Vice President, Technology Division**

- Managed a 10 member staff responsible for customer readiness for all technology deployments; created and delivered all training materials and customer communications
- Analyzed and re-engineered complex business processes to decrease costs and optimize operating performance; identified process savings of \$150,000 in first 6 months
- Designed and implemented a centralized request process and tool to better manage all customer requests; annual volume averages 2,000 tickets
- Led a divisional initiative to redesign the entire customer facing organizational model; piloted the new program and exceeded all targeted goals

**STEPHANIE SISAK, (513) 295-3742**

**2004 – 2006 Star One Realtors Cincinnati, OH**  
**Independent Real Estate Agent**

- Member of the National Board of Realtors
- License status is current inactive

**1998 - 2000 Ohio Casualty Group Fairfield, OH**  
**Agency Interface Manager**

- Designed database to track system utilization and establish customer profiles
- Directed national implementation of agency interface system; over 1,000 users
- Delivered marketing presentations around the country to solicit customer participation
- Chosen to participate on an insurance industry technology advisory committee

**1996 - 1998 Great American Insurance Cincinnati, OH**  
**Product Consultant**

- Managed development of an automated agency interface system
- Identified customers' needs and translated them into system requirements
- Created computer models to simulate workflows and gathered user feedback
- Developed a system test plan and directed its execution; led to error-free launch
- Calculated project cost/benefit and estimated market penetration
- Performed SWOT analysis of competitor's products, industry trends

**1992 - 1994 Pet Pleazers West Long Branch, NJ**  
**Store Manager/Partner**

- Family-owned and operated pet store generating \$500,000 in annual sales
- Planned store layout, negotiated vendor accounts and established prices
- Analyzed store sales and optimized computer inventory replenishment system
- Established goals and budgets to achieve target profit level
- Created a direct-mail promotion that increased sales 12%

**1990 - 1992 The Disney Stores, Inc. Wayne and Freehold, NJ**  
**Store Manager**

- Oversaw the efficient operation of a \$2.5 million specialty retail store
- Increased sales 28% within the first four months and reduced inventory shrink 350%
- Conducted staffing, salary administration and personnel reviews for 28 employees
- Directed new store opening including store set up, training and grand opening
- Implemented a training program for Assistant Managers and associates
- Received perfect scores on customer service surveys

**1983 - 1990 Sears, Roebuck & Co. Middletown, NJ**  
**Operations Manager, Sales Manager, Sales Supervisor, Associate**

- Controlled expenses for \$28 million location including payroll, supplies and utilities
- Supervised a staff of 20, providing on-going training and development
- Resolved all customer complaints to ensure customer satisfaction
- Distinguished with Sales Manager Award – “Best Profit Over Goal”
- Produced a sales increase ranked second in the New York metropolitan market

## **EDUCATION**

**Master of Business Administration, Finance concentration, Xavier University, Cincinnati, OH**

**Bachelor of Science, Business Administration/Finance, Monmouth University, West Long Branch, NJ**