

The Functional Resume of: **GENE M. ROMAGNA**

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California Department of Motor Vehicles (DMV), HQ, Sacramento, CA (May 2016 to Present)

AGPA in Enterprise Risk Management Division (ERM) Enterprise Survey & Analysis Section (ESAS). Travel to statewide Field Offices gathering customer survey data for analysis and monthly management reports. Project leader for various inter-division projects: TV Monitor usage for DMV Office of Public Affairs; CPD Employee-Management Relations Survey; Combined Ethics-Fraud Employee Helpline; FOD Industry Business Centers (IBC) Customer Feedback Card Re-design; EXEC 90 Customer Feedback Re-design; Lean White-Belt for Motor-Voter Records Reconciliation project. Co-creator, training developer, facilitator for DMV Superior Customer Service Initiative (SCS). Create various divisional surveys via Survey Monkey development tools. Maintained weekly branch Microsoft Project Milestone master file and reports for branch and division use. Served as backup secretary for the DMV Enterprise Governance Council (EGC), creating all first draft meeting minutes. Facilitated DMV Workforce Planning sessions. Provide legislative analysis to ERM Deputy Director regarding DMV risk related state legislation. Led various Enterprise Planning and Performance Branch (EPPB) charitable campaigns (e.g., Heartwalk; Our Promise; March of Dimes, etc.). Completed various professional training programs and courses (see EDUCATION section below).

SBDC (Small Business Development Center) at Metro Chamber of Sacramento and Sacramento State University (CSUS), Sacramento, CA (October 2011 to May 2016)

Liaison between the SBDC and the US-SBA (Small Business Administration). Gave consultation to area small businesses, including compliance, completeness and application under US-SBA regulations for 7a & 504 operational and expansion loan financing. Manage multiple simultaneous, confidential client consultation programs requiring client confidentiality under SBA regulations. Using "Profit-Cents" software, analyze small business clients P&L, Balance Sheets, and Cash Flow data for areas of improvement and long-term growth. Proficient use of Microsoft Office software (Word, Excel, PowerPoint, etc.), to create communications, design and teach training programs, and make in-house client database tracking and analysis reports. Frequent internal and external communications using direct verbal, written, and formal presentations to community members including chamber presidents, elected officials, business owners, community training meetings, economic development groups, and other venues as needed. Led analyst team for development of new "Entrepreneurial Boot Camp" training program funded by a Sacramento Employment Training Agency (SETA) grant, which used my custom designed tracking database (used Excel).

Technical Assistance and Training Specialist, Sacramento, CA (July 2015 to May 2016)

Part of the "Prosperity Program"; specialized in micro-loans for refugees, victims of human trafficking, and the underserved portions of the greater Sacramento community. Reviewed all current loan training and Technical Assistance (TA) programs for both pre- and post- loan award for the Office of Refugee Resettlement and the SBA Loan programs. Met with micro-loan clients to review and analyze business operations, and to prepare, recommend, and obtain approvals for business loans and subsequent business expansion. Summarized multiple, simultaneous client accounts activities to meet loan committee deadlines. Performed client business on site location interviews and analysis to recommend executable operational changes for business growth. Regular daily use of computer software (Microsoft Word, Excel, Outlook and other products), and creation of webinar and teleconference training workshops, both inside and outside the organization.

Merit Fastener Corp., Orlando (Longwood), FL

(1 Year; Contract; 2011)

Hired under a 1 year contract as a turn-around business consultant for a private company (40 employees, over 4 offices, with \$5 million annual sales). Reviewed, analyzed, consulted, advised and executed all internal and external, new and established, operational contracts and agreements. Balanced priorities for competing current operational needs and projected plans to meet contract fulfillment and profitability. Used research to write and respond to federal, state and local RFPs, RFIs, RFQs, etc. Regular attendance to frequent meetings with business owners, community leaders, bankers, attorneys and accountants to develop contracts and track compliance to existing ones. Established new measurement criteria for customer service satisfaction, including online feedback. Documented all procedures and made them available via electronic format so that all locations had ready access. Applied and achieved company status as a MWBE (minority/woman owned business enterprise) for Federal and State Contracts.

SBDC (Small Business Development Center) at University of Central Florida (UCF), Orlando, FL

(3 Years)

Certified Business Analyst (CBA); used organizational and analytical skills to assist small business clients become profitable and increase hiring and job retention. Evaluated, negotiated, prepared and opened the Lake and Sumter Counties SBDC satellite office at Lake-Sumter Community College, Clermont (Orlando), FL. Used Microsoft Office software and internal proprietary software database products for analysis, projections, and recommended corrective actions to both business clients and management. Made regular personal & large group, electronic & written contact with college, business, press, and county officials, including the Economic Development Commission. Interfaced with peer SBDC consultants to gather, organize, analyze and share operational practices and procedures.

Learning Group of Orlando, Orlando, FL

(10 years)

Defined, designed, delivered and facilitated customized training and strategic planning workshops with measurable objectives to both public and private sector companies and organizations nationwide. Monitored multiple concurrent corporate and vendor contracts. Regular corporate marketing efforts made in person, by telephone and by written correspondence, both traditional and electronic. Frequent requested guest and subject matter expert (SME) for training and business topics covered by the Orlando/central Florida print and broadcast media (local radio & TV). Used Microsoft Office Products, with additional emphasis upon Excel to create client project tracking database for daily use.

Bell Atlantic - Business Systems Services (formerly AT&T), Philadelphia, PA

(5 Years)

Served on the corporate acquisitions "due diligence" team for the buy-out of the Control Data Corp. Computer Maintenance Division (<\$250 million annual revenue). Prepared and interviewed personnel nationwide, documented results, evaluated options, made recommendations, and created reports for compliance to legal requirements under strict, confidential Securities and Exchange Commission (SEC) rules, regulations and procedures. Used Microsoft products to prepare communications & presentations for national employee & stock-holder meetings. Led analyst team to create new sales operational compensation plans for national company-wide application, and the subsequent responsibility for training and monitoring the results. Traveled across the U.S. when and as needed. Taught effective listening & communications training to division employees. Served as President's Administrative Assistant (i.e., chief of staff), and frequently requested as speech writer for his corporate events. Specialized in the "GEM" (Government, Education and Medical). Assigned one year in Europe (Eurotech Italia, Sp.A. - Milan, Italy), to train business skills to employees. Regularly evaluated training effectiveness and continuously created improvements and new approaches.

EDUCATION

Bachelor of Arts; History/Political Science, and Education Certified – St. Joseph’s University, Philadelphia, PA

Additional Training -

- Defensive Driver Training (DGS) – May 2016
- Privacy Information & Security (DMV) – August, 2017
- UC Davis/DMV – Leadership Development Academy (Non-Supervisory) - 2017
- Intro to Analysis (DMV) – December 2016, DMV
- Microsoft Excel 2010 - Levels 2 & 3 – July 2016, ISInc
- Microsoft Project 2010 – Parts A & B - Sept 2016, ISInc
- Writing Skills for Analysts – February 2017, CPS-HR
- Strategies for Collecting, Data Analyzing Data, and Reporting Results – March 2017, CPS HR
- Legislative Bill Analysis – June 2017, CPS HR
- State Budget Process Overview – September, 2017, CPS HR
- Leadership Development Academy (competitive admission and selection) – February-April, 2017
- Analyst Training Program (10 days; by management selection only) – November-December, 2017
- Policy and Procedure Writing – October, 2018, CPS HR
- CalHR Lean White Belt (1 day) – March 19, 2019
- Cal-Innovation Playbook for Government Change Agents (Cal-IPGCA) 2019 Cohort (graduate - 62 professional hours)
- Statistics – January, 2020, CPS HR