

Lindsay Marlar

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EXECUTIVE SUMMARY

Extensive experience in documenting current business strategies to identify potential areas for technological improvement and implementing strategic business model changes in order to improve overall revenue. Passionate about quality and client satisfaction. Record of improving efficiency, productivity and profitability through automation and process improvement. Outstanding interpersonal, motivational and presentation skills. Analytical, articulate and diligent.

CORE COMPETENCIES

Strategic Development	Software Customization	Project Management
Data Security	Financial Oversight & Analysis	Process Improvement
Problem Solving	Best Practices Implementation	Reporting & Analytics
Billing & Accounts Receivable	Human Resources	Vendor Management
Change Management	Business Operations	Professional Development

PROFESSIONAL EXPERIENCE

RVC PRODUCTIVITY PARTNERS, LLC – Cincinnati, Ohio

January 2018 – present

Owner & Operator, www.rvcproductivitypartners.com

Partnering with your business to increase security, visibility, productivity and profitability.

- Owner of RVC Productivity Partners, LLC, founded in January 2018 to service the creditor's rights industry in the areas of Process Improvements, Analytics, Data Management, Data Security, Productivity Measures and Profit Increases.
- Designs, programs and implements technical solutions relative to information processing systems.
- Proactively works with clients to enhance their regulatory compliance efforts.
- Serves as independent third party security auditor to create separation of duties in small businesses.
- Creates customized business plans and strategies and works with client to implement operational procedures to accomplish client goals.
- Maintains correspondence and communication with all clients, vendors and business partners/associates.
- Responsible for managing all day-to-day operations including sales, marketing, bookkeeping and invoicing.

DELEV & ASSOCIATES, LLC – Cincinnati, Ohio

July 2015 – January 2018

Director of Operations

- Oversaw the firm's finances to ensure the firm's financial sustainability through the documentation of an annual budget and setting financial goals, restructuring staffing thresholds for compensation and bonuses and evaluating the profitability margins for each income producing area of the firm.
- Responsible for the day-to-day operations of the firm including management of production staff, monitoring productivity measures, workflow design, documentation and process improvement through automation and improvement of the utilization of the available technology resources. Also responsible for the hiring, training and professional development, disciplinary measures and firing of personnel to ensure the firm's production goals were met by staff.
- Supervised all third party vendors including the IT providers, consultants, developers and information technology related services. Served as liaison between IT providers and firm principal and managed all projects involving the firm's technology team.
- Served as the firm's compliance coordinator to ensure that all data security mandates were met including the documentation of baseline configurations, routine security testing and reviews and preparation for client IT security audits. Trained all staff on data security requirements and safeguard procedures.
- Acted as database and application administrator and was responsible for its maintenance including upgrades, patches and server migrations, programming and customization, document inventory, all data services and transmissions, security auditing and metrics and reporting.

LAW OFFICE OF SARAH OKRZYNSKI – Erlanger, Kentucky

February 2015 – July 2015

Default Services Legal Assistant

- Managed high volume caseload of creditors' rights litigation including collections, foreclosures, bankruptcies and evictions. Responsible for maintaining client websites and providing reporting to clients on a regular basis.

DELEV & ASSOCIATES, LLC – Cincinnati, Ohio

August 2014 – February 2015

Senior Litigation Paralegal

- Assisted in process mapping of main work strategies to identify potential areas for business model improvement. Delegated process improvement projects to various members of the firm's core management team and acted as project manager to ensure projects were completed timely and updates were routinely provided.
- Implemented major process changes into the firm's litigation department by utilizing and maximizing the firm's software programs capabilities by creating customized action and status codes, writing macros, uploading routine pleadings and letters to the software program and creating customized data fields. Documented the revised process state and trained production team.

REISENFELD & ASSOCIATES, LPA – Cincinnati, Ohio

September 2009 – August 2014

Team Lead – Invoice Recovery

- Audited client portfolio(s) of aged receivables to determine what was the cause of the invoices remaining unpaid over 90 days. Reported directly to executive management team and acted as independent liaison between the finance and billing departments.
- Compiled data over period of 6 months to identify client trends and internal billing process issues. Thereafter, responsible for ensuring either the collection or liquidation of aged receivables and tasked with developing process improvements between the production and billing departments in order to reduce the number of internal errors that resulted in an invoice being rejected by the client(s).

Litigation Paralegal

- Documented best practice workflow processes and trained individual team members on how to improve the quality of their work product to meet the heightened standards.
- Documented sub-processes for existing milestone workflow processes and designed supplemental steps to guide employees through the same and deliver work between individuals and departments.
- Improved the billing department's usage of the firm's software program through standard note categories, note templates, automated case messages delivering work between individuals and direct data entry.

THOMAS & THOMAS, LLC – Cincinnati, Ohio

May 2007 – September 2009

Collections Paralegal

- Managed high volume caseload of creditors' rights litigation including collections, foreclosures, bankruptcies and evictions. Responsible for maintaining client websites and providing reporting to clients on a regular basis.

EDUCATION

XAVIER UNIVERSITY, MS Criminal Justice

June 2006 – May 2008

AMERICAN UNIVERSITY, Washington Semester Program

January 2003 – May 2003

XAVIER UNIVERSITY, BS Criminal Justice

September 2000 – May 2004

SKILLS & CERTIFICATIONS

Microsoft Office – Outlook, Word, Excel, Power Point, Publisher, Access, Visio

Software Applications – The Collector System, QLaw, CaseAware, Collection Master, Quickbooks, Adobe

Compliance – FDCPA, HIPAA, CFPB, IRS Publication 1075, FERPA

Programming – SQL, TQL, ASPX & Data Mining, HTML