

# Opal Rogers

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## Overview of Qualifications

- ✓ Accomplished and technically acute professional with a strong commitment and 7+ years of experience in business management and sales.
- ✓ Expert at all aspects of ensuring high quality customer service and resolving client issues.
- ✓ Effective in coordinating, supervising, and training employees to ensure high productivity.
- ✓ Versatile and proactive problem solver with excellent interpersonal skills.
- ✓ Adept at researching information and developing company's policies and procedures.
- ✓ Highly adaptable to ever changing circumstances when engaging any project business plans within a fast-paced and demanding environment.

## Professional experience

### All Group Management Services, Inc. District Manager — Mar 2010 – Present

- Direct and manage all day-to-day operations across 10 locations with 30 employees holding a combined client book of over \$4,000,000.
- Process and monitor audit loans to ensure compliance with all state and federal laws and regulations; track profit/loss data for all locations.
- Reconcile bank accounts; manage accounts with extenuating circumstances.
- Serve as a Manager Trainer; assist branch managers with CSR staff training.
- Serve as a Compliance Committee member assisting with strategic planning.
- Research, contract, and implement new phone routing system for all office locations.
- Serve as a point of contact to company owners and other district managers for policy matters.
- Collaborate with the Bureau of Financial Institutions for the State of Virginia during state audits to ensure compliance with all laws and regulations.
- Travel to all office locations in the State of Kansas to train District Manager and staff; evaluate business practices in the state.



**All Group Management Services, Inc. Branch Manager — Oct 2008 – Mar 2010**

- Managed four person locations retaining a client book of over \$500,000 with over 80 loans originating monthly and \$100,000 in collected interest monthly.
- Directed all store operations; coordinated the opening and closing procedures.
- Managed human resources by hiring/firing employees, staff scheduling, and training.
- Identified potential risks and fraud opportunities; investigated fraudulent activity.
- Coordinated with local authorities and court systems in matters of fraud.
- Performed loan audits and managed loan underwriting; assigned collection cues to personnel.

**All Group Management Services, Inc. Customer Service Representative — Dec 2007 – Oct 2008**

- Opened new storefront and operated store 6 days a week for 3 months prior to promotion.
- Managed and monitored loan origination and underwriting process.
- Explained contract terms to clients and resolved client issues.
- Handled debt collection and ensured timely payment processing.
- Opened and closed office; handled cash.

**Education & Training**

Texas State University, Austin, TX

Bachelor of Business Administration — 2007

