

RENE A. GONZALEZ

SUMMARY OF QUALIFICATIONS

Accomplished **Operations Manager** with 20 years of managerial experience in the Federal Reserve Bank with proven success leading diverse types of operations to include Law Enforcement, Security and Bank operations. Key strengths in leading, directing and coordinating, scheduling, auditing, budgeting, purchasing, problem resolution, developing and ensuring compliance of policies and procedures. Fully bilingual. Expertise includes:

- Customer Service
- Strategic Planning
- Problem Solving
- Efficiency / Process Improvement
- Quality Control
- Forecasting Operational Needs
- Developing Objectives
- Employee Incentives
- Change Management
- Employee Redeployment

PROFESSIONAL EXPERIENCE

FEDERAL RESERVE BANK OF ATLANTA, Miami, FL **1990 – 2010**

The Federal Reserve System, also known as "The Fed" is the central bank of the United States. The Fed is a bank for other banks and a bank for the federal government. The Federal Reserve System is a network of twelve Federal Reserve Banks and twenty five branches under the general oversight of the Board of Governors.

Manager/Chief, Law Enforcement Department (2008 – 2010)

Managed 40 Officers and 4 clerical support staff members. Planned, organized, and directed all law enforcement and security services to ensure the safety and security of Bank property, assets and staff. Developed, implemented and evaluated operational goals and objectives, policies and procedures according to requirements outlined by the Federal Reserve Bank. Served as a liaison between the Federal Reserve, Miami Branch and Federal and local law enforcement agencies.

- Partnered with a design and architectural team as the Bank's liaison to enhance the Building's security. As a result, a \$4M project was approved to include structure and software security enhancements.
- Improved customer service survey from "effective" to "exceeds expectation", by developing a video based training program which focused on the fundamentals of providing excellent customer service and communicating effectively while ensuring that all security and law enforcement functions were being addressed accordingly.
- Reduced department's training and travel expenses 30% by facilitating and ensuring that in-house personnel received training certifications enabling them to train other staff members.
- Saved the department approximately \$74K by eliminating 2 officer positions, and implementing remote monitoring without compromising security procedures.
- Increased department morale by developing a department schedule which provided incentives for several less desirable shifts (evening shifts / night shifts / weekend shifts). The incentives included premiums pay differential, additional training programs and preferred days off when operationally feasible.

FEDERAL RESERVE BANK OF ATLANTA, continued.

Assistant Manager / Captain, Law Enforcement Department (2002 – 2008)

Served as acting Manager / Chief of the Law Enforcement Department. Directed operations of various shifts and approximately 30 Law Enforcement Officers. Monitored budget expenses, ensured minimum mandatory training was scheduled and conducted, prepared performance evaluations and recommended salary increases, promotions / demotions and disciplinary action when necessary. Recruited and hired selected talent.

- Developed and implemented weekly and monthly management audits, which resulted in "no significant findings" by the Bank's Internal Auditing Department.
- Enhanced the Bank's incident response capability, by developing various video based "table top" training scenarios for Bank and Law Enforcement personnel on handling various types of threats or emergencies such as disgruntled employees, bomb threats, chemical attacks.
- Reduced the department's supply expenses approximately 25% by evaluating and consolidating purchase orders and utilizing one local vendor for all supply needs and implementing a tracking system for issued equipment.
- Pioneered an employee program called "Straight Talk". The program allowed employees to meet one-on-one with their manager and discuss department issues and concerns, as well as personal issues. As a result of this program, department management was better informed to handle employee issues resulting in an "excellent" employee satisfaction survey.
- Maximized productivity resulting in \$37K in savings. Reduced one clerical position by training two officers on budget planning, budget process, and expense monitoring.

Section Manager, Building Operations (1993 – 2002)

Managed staff of 23 maintenance, housekeeping, clerical, and supervisory employees, supporting the activities of the Bank's building operations. Prepared, planned, and monitored the building's operating annual budget of approximately \$20M. Served as liaison between the Bank's legal department and real estate brokers, on lease agreements for potential tenants. Oversaw building projects and renovations.

- Reduced operating cost approximately \$68K annually by evaluating and outsourcing the housekeeping and grounds maintenance functions.
- Evaluated possibility of eliminating telephone operator position by implementing an automated audit system. The recommendation to the Bank's Management Committee was approved; reducing operating cost approximately \$22K annually.
- Created a work order monitoring system to evaluate the satisfaction rating of the work performed by the Maintenance Unit. As a result, due to the tracking of work orders performed, customer surveys indicated above average satisfaction rating.
- Improved and maintained at an exceptional level the appearance of the Building by implementing a weekly building inspection, which involved all supervisory personnel reviewing all areas of the 256,000 sq. ft. building.
- Enhanced operation's effectiveness and increased customer satisfaction by transferring a maintenance position to the night shift. This incentive eliminated maintenance employees being "on-call", and expedited response to tenants and department maintenance requests during night operations.

Supervisor, Payment Services Department (1990 – 1993)

Supervised the night operations, service performance, productivity/quality, and established controls of the checks payment process.

SOUTHEAST BANK N.A., OPERATIONS CENTER, Miami, Florida

1986 – 1990

Supervisor, Cash Operations Department

Supervised and coordinated the night operations work flow of 20 large dollar and coin tellers, processing incoming deposits and withdrawal requests for affiliated banks, commercial customers, and the Department of Transportation.

UNITED STATES MARINE CORPS

1981 – 1985

Honorably discharged veteran. Military Occupational Specialty (MOS) included basic infantry and combat engineer.

EDUCATION

High School Diploma

Miami Senior High School, Miami Florida

CERTIFICATIONS

Federal Reserve Basis Law Enforcement Training Academy (Accredited by FLETC)

Federal Reserve Basic Law Enforcement Legal Training Course

NCIC/FCIC Certification

First Aid / CPR Certification

Introduction to Incident Command System (FEMA)

National Incident Management System NIMS (FEMA)

ICS Single Resources and Initial Action Incidents (FEMA)

OCS (Oleoresin Capsicum Spray) Certification

Range Safety Officer Course Certification (NRA)

Defensive Driving Certification (Bill Scott Racing School)

Security "D" License

PROFESSIONAL DEVELOPMENT

Anti-Tax Extremists, Preventing Aggressive Behavior, Financial Investigations, and Extremists Threats (Florida Intelligence Unit)

Development Dimensions International (DDI) - Front Level Supervisor

Development Dimensions International (DDI) - Succession Management

Development Dimensions International (DDI) - Performance Management