

## MARILYN J. SHELLEY-KOVACIK

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### PROFESSIONAL PROFILE

Versatile, results-oriented Contract/Financial Management professional with demonstrated success executing complex contractual and financial operating programs in government and corporate settings. Cross-functional expertise in contractual agreements, cost management, team building, management principles and improving operations. Strong critical thinking, analytical and problem solving abilities. Articulate, persuasive communicator with excellent negotiation, written, oral skills. Sound professionalism in client relations with excellent ability to maintain priorities, multi-task and meet strict deadlines. Recognized throughout career for developing systems, delivering sustainable processes and procedures to streamline operations, enhance performance and improve financial accountability.

Contract Proposals/Subcontract Agreements ❖ Budget Management/Modifications ❖ Earned Value Project Management ❖ Process Improvements ❖ Policies/Procedures ❖ Cost Management/Projections ❖ Statistical Analysis/Project Studies ❖ Performance Reporting ❖ Quality Assurance/Compliance Audits ❖ Customer Relations/Problem Resolution ❖ Staff Training/Supervision ❖ Team/Independent Environments

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### PROFESSIONAL EXPERIENCE

**ECOLOGY & ENVIRONMENT, INCORPORATED**, Lancaster, NY 1999-2009

**Contract & Finance Administration Manager:**

Design, train, manage, analyze, formulate budgetary costs, contract proposals/amendments, bid submittals, standard operating procedures, performance reporting, invoicing requirements for engineering organization of government/commercial contracts in multiple regions throughout the United States and abroad.

- ◆ Cultivated precise, negotiated budgetary requests into projects as large as \$40M while satisfactorily ensuring government contractual compliance requirements.
- ◆ Developed Earned Value Project Management training program for 5 direct reports and 40 project Managers, motivating team's ability to meet time sensitive technical reporting/invoicing deadlines.
- ◆ Implemented market projection plans for accurately monitoring weekly labor and expenses; successfully reducing unnecessary overages by \$10K monthly and avoiding future excessive spending.
- ◆ Conducted consecutive reviews on as many as 40 contracts each month confirming technical documentation completed consistently, cost efficiently, within delivery and performance objectives.
- ◆ Converted obsolete subcontract database of 100 accounts into a useful management resource of 400 accounts, offering a marketing service directory, evaluation site and quality performance rating program.
- ◆ Increased organizational profit margins by completing MSA/Non MSA project investigations to secure cost increases on contracts warranting rate adjustments.

**INGRAM MICRO INCORPORATED**, Williamsville, NY 1994-1999

**Sales Operations Analysis/ Intelligent Electronics Transition Team/Compaq Fulfillment:**

Coordinate operations analysis for computer distribution organization with 3,500 employees, producing \$25B annually. Support four Vice Presidents, 66 Regional Sales Managers and 1,000 sales associates with performance report generation, statistical data collection and program analysis. Selected by management for special assignment on business transition team to resolve reseller rebate issues, volume discount disputes,

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### PROFESSIONAL EXPERIENCE CONTINUED

approve pending service claims and determine adjustments for \$1B technology buyout. Impacted outsourced customer service division of 1,200 accounts with 98.9% customer satisfaction rate. Examined client inquiries, resolved consumer concerns, issued return authorizations and administered training.

- ◆ Effectively investigated, evaluated product data within sales division for delivery of precise, streamlined, analysis reports to upper management.
- ◆ Brought expenses in line with executive directives. Resolved labor issue by devising a centralized communication process to eliminate monthly duplication costs of \$10K.
- ◆ Liaison for transition of customer service operation of \$1B technology company buyout within three months, driving a production increase of 25%.
- ◆ Initiated resolution of \$1M client concern within technical sales organization. Promptly retrieved information, interpreted findings and communicated resolution within 24 hours resulting in a \$2M procurement.

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### OTHER SIGNIFICANT ACCOMPLISHMENTS

Achievements in direct procurement, planning obligations, inventory management, delivery, vendor sourcing, negotiation, invoicing, training and account requisitions for product distribution. Proven abilities in organizing seminars, trade shows and promotional materials. Skilled in product research/design, layouts, test models, client surveys and customer service liaison. Expertise in establishment of work environment, staffing, training, office functions, space, equipment and supplies for major manufacturing subsidiary.

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### EDUCATION

**STATE UNIVERSITY OF NEW YORK**, Buffalo, NY  
B. S., Business Administration/Marketing

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### PROFESSIONAL DEVELOPMENT

**Microsoft:** Word, Excel, Access, Windows 95-02/07, Windows NT, Project 98-02, Power Point, Internet Explorer, Outlook Mail System, Lotus Notes, Word Perfect

**Programs:** Oracle, Cost Point, Share Point, SQL Database

**Seminars:** Consulting, Customer Service, Project Management, Process Improvements, Better Communication, Product Technology/Configuration

**Training:** ISO Certification, Total Quality Management, Partners in Excellence, Earned Value Project Management

**Awards:** Army Corps of Engineers Letter of Commendation, Ingram Micro Client Relations Certificate

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### PROFESSIONAL AFFILIATIONS

Veteran's Administration Hospital Volunteer, American Legion Auxiliary, Patriot Guard Riders, Wounded Warriors Benefit Volunteer, YFMC Outreach, ISO 9001 Committee, Corporate Wellness Committee