

STUART D. KIRKWOOD

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OBJECTIVE

To obtain a challenging growth oriented position in which to fully utilize my managerial and vendor related skills I have developed through my professional and educational experiences.

QUALIFICATIONS/SKILLS

- Lean Six Sigma and Continuous Improvement skills
- Strong people, project, and time management skills
- Strong verbal and written communication skills
- Strong organizational and planning skills
- Ability to work well with a team or independently
- Yellow Belt Certification

WORK EXPERIENCE

Dell – Dell Financial Services

Vendor Management Sr. Advisor / Consultant (March 2012 – March 2016 / April 2016 - Present)

- Responsible for the overall print vendor management for the US, UK, and Canada, including all contractual matters, issue resolution, vendor conversions, and cost savings initiatives
- Reduced contractual and new project costs by 15%
- Responsible for the overall management of payment providers both paper and electronic.
- Perform all quarterly operational audits and reviews
- Increased process controls to yield 0 defects for 3 consecutive years
- Exceeded SLA's for regulatory compliance
- Managed the US print vendor conversion project resulting in 0 defects
- Improved internal monitoring and alert mechanisms for vendor mail times

Dell – Dell Financial Services

Sr. Business Analyst / Manager I / II (January 2001 – February 2003 / May 2006 – March 2012)

- Managed high a volume print vendor relationship, all print related projects, associated reports, and issue resolution
- Performed quarterly quality assurance audits on print vendor
- Managed a print services and Cash services team including remote employees
- Implemented cost savings of approximately \$600k

Austin Public Safety / Airport Division

Police Officer (February 2003 – May 2006)

- Responded, evaluated, and resolved emergency calls
- Supervised individuals which were detained or arrested
- As primary officer, supervised other officers on scene
- Provided customer service to the general and traveling public

Temple-Inland Mortgage Corporation***RESPA Coordinator (May 2000 - December 2000)***

- Managed high-volume print vendor relationship for Temple-Inland
- Ensured accuracy of monthly mortgage statements
- Coordinated all year-end activities with various departments within Temple-Inland
- Assisted other departments to assure that RESPA guidelines were maintained

Texas Star Mortgage***Servicing Compliance Manager/General System Administrator (April 1997 - April 2000)***

- Supervised monthly task of producing and mailing mortgage statements
- Performed compliance review of loan servicing activities and extensive escrow administration
- Prepared monthly reports for CFO to ensure compliance
- Remitted investor payments and reports
- Coordinated REO property disposition efforts with Asset Manager
- Managed the tax service vendor and IT vendor relationship

Temple-Inland Mortgage Corporation***Tax Clerk (April 1990 - April 1997)***

- Managed the tax service vendor relationship
- Processed tax disbursements and refunds
- Researched issues related to taxing authorities
- Researched and corrected various problems associated with mortgage loan portfolio

EDUCATION

B.S. in Criminal Justice, Texas State University, San Marcos, TX, 1995

Texas Commission on Law Enforcement Officer Standards and Education,
Austin Community College, Austin, TX, 1999

PROFESSIONAL EXPERIENCE

City of Kyle Reserve Police Officer – May 2008 to Oct 2010

City of Kyle Mayor Pro-Tem – May 2001 to May 2002

City of Kyle Council member – May 1998 to May 2001

City of Kyle Planning and Zoning Committee member – August 1997 to May 1998

REFERENCES

Available on request