

MARY JO ANDERSON

New Market, MD 21774

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Organizational Leadership • Management • Strategic Analysis

Collaborative leader with 18+ years experience in leading teams, strategic planning, streamlining people processes, organizational and financial analysis and management, maximizing productivity, change management and execution. Passionate coach with desire to cultivate, educate, and mentor others to develop their skills and abilities.

TEACHING / LECTURING EXPERIENCE

- Serves as Advisor for graduate students for research, documentation, and presentation of capstone project for ABA Graduate School of Banking (2008 – Present).
- Professional faculty member at ABA Graduate School of Banking at University of Pennsylvania delivering instruction on Six Sigma in Banking principles and concepts to graduate students and serves as an Instructor for program's capstone project writing and presentation; providing guidance and methodology for achieving success (2008 – Present).
- Peer reviewer for Academy of Management Annual Conference responsible for providing assessment and feedback on organizational management theory, organizational behavior, and gender and diversity organizational topics.
- Presents performance management instruction through designing systems, metrics, and routines that integrate and influence topics at multiple levels in organization (2002 – Present).
- Panelist for lecture and discussion for "Womenomics: Work Life Balance", focusing on Women in Leadership hosted by Bank of America in Washington, DC (2010).
- Led professionally developed curriculum on Sales Process, Marketing, Coaching, and Partnering to regional teams of associates in classroom environments (2005 -2009).
- Taught Six Sigma DMAIC methodology to individuals and groups in classroom environments utilizing industry and professional curriculum for several corporations (1999 – 2005).
- Completed AACSB Professionally Qualified Bridge Program (May 2011).

EDUCATION

Doctorate of Management (Candidate), University of Maryland University College
(ABD August 2011 / Expected Graduation December 2011)
Master of Business Administration, Wright State University
Bachelor of Science in Accounting, West Virginia University

DISSERTATION TOPIC AND FOCUS

Currently in progress: **Women in Leadership: Executive Women in the U.S. Banking Industry:** A case study examining several executive level women who currently hold senior level positions within the banking industry; focusing on their perceptions as to contributing factors to their upward mobility and career advancement. Internal factors such as emotional intelligence and self-efficacy and three external factors, mentoring relationships, networking, and organizational culture are studied and examined. Data analysis to be conducted to provide similarities, differences, and other key factors that were determined as contributing to career success.

Additional potential future research interests include: innovation in organizational culture and leadership, virtual work environments, including technology advancements, potential solutions and social impacts, multi-generational and multicultural workforce management, issues, and organizational impacts, and organizational leadership and motivation theories and behaviors.

PROFESSIONAL EXPERIENCE

BANK OF AMERICA • Senior Vice President • 2002-Present

Customer Segment Manager, Preferred and Small Business Banking, Frederick, MD

- Recognized as Subject Matter Expert for specific business process topics with broad operational knowledge of end-to-end processes and programs.
- Provides problem resolution guidance for Office of CEO & President executive customer relations.
- Influences corporate culture by providing thoughtful analysis on complex business and operational variables, utilizing data analysis, statistics, and metrics to formulate strategies and business decisions, including portfolio size, client delight scores, and market/client demographics.
- Experienced in corporate mergers and acquisitions, transitions, and joint ventures from a broad and diverse associate, organizational and global perspective
- Managed project risks, issues, financials, multiple implementation phases, and testing through Enterprise Change Management Systems and other technology systems.
- Managed dually licensed banking/investment professional team of 29 sales associates and support staff, representing \$5.7B in assets and 14K+ client relationships (2005 – 2009).
- Managed Operations Support team of 25 Change Managers who developed policies and procedures for customer facing associates in the Card call centers (2002 – 2004).

FIRST DATA CORPORATION / MERCHANT SERVICES • 2001-2002

Process Design Consultant / Six Sigma Black Belt

Trained and mentored staff/executives on Six Sigma principles, targeting process improvement at all levels of organization; influencing corporate shift of decision making utilizing data analysis.

HONEYWELL CORPORATION / ALLIED SIGNAL • 1998-2001

Process Engineer / Six Sigma Black Belt

Delivered Six Sigma corporate training and mentored staff and teams on project management, process improvement, and business re-engineering across functional areas. Transitioned mergers/acquisitions, applying data analysis and consulting on financial issues.

MENASHA CORPORATION / ORBIS DIVISION • 1997-1998

Financial / Cost Analyst (65% travel)

Commanded manufacturing finance functions at a divisional level for a multi-facility corporation.

KTH PARTS INDUSTRIES, INC., Honda Subsidiary • 1994-1997

Cost / Fixed Asset Accountant

Controlled capital investment annual budget and purchases. Managed construction in progress, capitalization, disposition, and location of fixed assets. Reconciliation of corporate bank accounts.

PROFESSIONAL CERTIFICATIONS AND ASSOCIATIONS

Academy of Management, Member

Certified Six Sigma Master Black Belt

Rotarian, Rotary Club of Frederick County

Graduate, Stonier Graduate School of Banking, University of Pennsylvania

Treasurer, Enterprise LEAD and DC Chapter LEAD for Women, Bank of America

Leadership Frederick County Graduate, Frederick County Chamber of Commerce

Past Advisory Board Member, American Bankers Association Graduate School of Banking

Former Board Member and Volunteer, Boys and Girls Club of Frederick County

Past Commissioner and Vice President, Frederick County Commission for Women

FINRA / NASD Licenses – 6, 63, and 26