

MICHAEL S. MACHADO

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DISTRICT MANAGER

Operations / Sales / Territory Growth

Accomplished District Manager with an impressive record of achievements in territory / revenue growth, expense reduction, and client / employee retention. Strong business acumen with deep knowledge of organizational planning, goal development, employee management, and work standards. Effective communication, interpersonal, and facilitation skills that apply to every level of the organization. Proficient in all areas of problem solving and decision-making. Strong technology orientation. Astute project planning and coordination abilities, coupled with ability to meet time-sensitive deadlines in a fast-paced environment. ***Core competencies include:***

- Business & Operations Management
- Policy & Procedure Implementation
- Training Development & Facilitation
- Strategic Planning & Implementation
- Productivity & Efficiency Improvements
- Territory Leadership & Growth
- Team Performance Optimization
- Strategic Partnership Management
- Customer Satisfaction & Retention
- Customer Relationship Management

PROFESSIONAL EXPERIENCE

H&R BLOCK, various locations, 1999 to 2008 DISTRICT MANAGER, Syracuse, NY (2006 to 2008)

Manage a 61-office territory, ensuring the implementation of policies and procedures to increase revenues, control expenses, and promote client satisfaction. Recruit, interview, hire, and train associates throughout the district. Establish and execute district office expansion. Develop annual budget and manage district P&L. Perform monthly financial and labor analysis for all 61 offices. Forge partnerships with Sears and Wal-Mart within the district. Develop and maintain cross-service programs with HRB Mortgage and HRB Financial Services.

Selected accomplishments:

- Spearhead setup of basic and advanced tax courses in multiple locations and times for more than 600 associates.
- Drove district rating from bottom to top ranking in division within two years.
- Increased net return by 6.1%
- Increased OLS scores by 2+% each year
- Increased both client and associate retention above divisional avg. each year

DISTRICT MANAGER, Vallejo, CA (2003 to 2006)

Oversaw all aspects of sales and operations for a 21-office territory with 245 associates, ensuring the highest level of customer service throughout all locations. Served as a role model and leader in solving problems, making informed decisions, and managing the workforce to achieve maximum results. Established viable partnerships with Sears, Wal-Mart, and Safeway throughout the district. Instituted cross-service programs with HRB Mortgage and HRB Financial Services.

Selected accomplishments:

...continued...

Professional Experience Continued

- Increased net profit by 10.1% and market share by 4.5%.
- Boosted OLS scores by 1% year over year.
- Enhanced associate retention to 79.4% vs. regional average of 72%.
- Set up eight new office locations over two years.
- Drove district growth from bottom to top ranking within three years.

ASSISTANT DISTRICT MANAGER, Portsmouth, NH (2001 to 2003)

Assisted in the management of a 16-office district, including both direct and indirect supervision of 165. Coordinated and promoted tax training school campaigns. Recruited, interviewed, hired, and trained associates, maintaining a high level of employee retention. Helped prepare annual budgets for all offices within the district. Managed expenses at or below budget.

Selected accomplishments:

- Expanded tax offices by 75% over two years.
- Advanced from Office Manager (1999 to 2001) within two years of hire, having consistently exceeded projected goals and expectations established by district and regional offices.

OFFICE MANAGER, Biddeford, ME (1999 to 2001)

- Supervise office associates and ensure compliance with company policy and procedure.
- Implement and execute strategies to improve client service and associate retention as directed by the district manager.
- Surpassed all goals set by District and Regional Offices.

PEK COMPANY, Biddeford, ME, 1997 to 1999

SALES MANAGER

Organized, motivated, and led the sales activities for a wholesale industrial supply company, ensuring overall sales goals were met / exceeded. Maintained solid relationships with suppliers and customers, which was instrumental in negotiations and communications. Supervised and monitored sales performance. Administered budgets and established sales targets. Remained abreast of competitor activities. Kept management apprised of sales activities.

Selected accomplishments:

- Maximized outsourcing to achieve higher profitability and shorter lead times.
- Established international sales accounts in Trinidad, Asia, and Canada.
- Implemented procedures to target new markets by back engineering.
- Developed new market segments in raw material sales, special machining, and applications.

EDUCATIONAL BACKGROUND

BREYER STATE UNIVERSITY, Birmingham, AL
Bachelor of Science in Business; Major: Finance

UNIVERSITY OF SOUTHERN MAINE, Portland, ME
Associate of Science in Business Management

