

Tonia Pugliano, PMP, LGBC

Financial Professional

Motivated, personable business professional, talent for quickly mastering technology, diplomatic and tactful with professionals and non-professionals at all levels. Accustomed to handling sensitive, confidential records. Demonstrated history of producing accurate timely reports, while meeting stringent Account Executive guidelines.

Flexible and versatile – able to maintain a sense of humor under pressure. Poised and competent with demonstrated ability to easily transcend cultural differences. Thrive in deadline-driven environments. Excellent team-building skills.

AREAS OF STRENGTH & SKILL

- Team Leadership & Supervision
- Project Management/Execution
- Business Planning
- Accounting
- Contract Preparation
- Cross-functional Team Collaboration
- CAPEX/OPEX/FIMP Budgets
- Procurement
- Team Training & Mentoring
- Cost Estimating
- Cost Reduction
- Process Mapping

PROFESSIONAL EXPERIENCE

Director of Global Finance & Administrations

2017 – 2019

Magnum Midstream, PA, OH, TX

- Analyze and present financial reports in an accurate and timely manner; clearly communicate monthly and annual financial statements; collate financial reporting materials for all donor segments, and oversee all financial, project/program and grants accounting.
- Coordinate and lead the annual audit process, liaise with external auditors and the finance committee of the board of directors; assess any changes necessary.
- Oversee and lead CAPEX annual budgeting and planning process in conjunction with the ED; administer and review all financial plans and budgets; monitor progress and changes; and keep senior leadership team abreast of the organization's financial status.
- Manage organizational cash flow and forecasting.
Implement a robust contracts management and financial management/ reporting system; ensure that the contract billing and collection schedule is adhered to and that financial data and cash flow are steady and support operational requirements.
- Update and implement all necessary business policies and accounting practices; improve the finance department's overall policy and procedure manual.
- Effectively communicate and present the critical financial matters to the board of directors.
- Ensure that recruiting processes are consistent and streamlined.
- Establish and manage a comprehensive training program to educate employees regarding staff tools, policies, and procedures.
- Work closely and transparently with all external partners including third-party vendors and consultants. Oversee administrative functions as well as facilities to ensure efficient and consistent operations as the organization scales.
- Further develop administration, enhancing professional development, and performance evaluations.

CONTINUED

C&D Productions Specialist/Senior Buyer Contracts & Procurement
Shell Oil Company, Sewickley PA

2011 – 2016

Responsible for developing term & contracting strategies and to negotiate and structure commercial contracts with vendors and 3rd parties. Work in close collaboration with other interfaces in Trading & Supply as well as the market to create & optimize value for Shell. Terms to buy/sell contracting strategy with optimization steering input from product and channel optimization teams. Responsible to negotiate and develop spot & term buy/sell arrangements, processing and terminating deals with vendors and 3rd parties. The contracting objective is to maximize enterprise values, to enable supply chain robustness and contingency plan.

- Monitoring general ledger accounts and reviewing details in specific accounts to ensure the appropriate process and balance {CAPEX, OPEX Reporting}.
- Prepare various quarterly adjusting journal entries to ensure accurate reporting.
- Prepare the financial statements and related footnotes.
- Identify material fluctuations on the income statement and balance sheet and research for an explanation.
- Gather supporting documentation for external auditors.
- Work with business finance focal points to understand business performance.
- Make continuous improvements to the reporting process.
- Define and document the appropriate accounting for transactions based on internal policy and external guidance/regulations.
- Understand aspects of unique accounts to ensure appropriate accounting.
- Ensure incorrect or unanalyzed balances are resolved.
- Handle special accounting projects as they arise.
- Obtaining and formulating data/analysis as input to existing excel-based models and/or building excel-based models to carry out analysis to produce insights, inputs to other projects, recommendations, tracking signals.
- Providing outputs/communication in the form of point-of-view presentations, reports, analysis etc. as required.

Program Manager of Security

2017

Am-Gard Security/UPMC Pittsburgh, PA

- Maintains a safe and secure environment for UPMC's patients, visitors, and employees by establishing and enforcing security policies and procedures.
- Accomplishes organizational goals by accepting ownership, explores opportunities to add value while utilizing surveillance skills, analyzing information.
- Recruiting, training, and managing 7,000-man hours, prepare, review, and present reports to management on incidents and security breaches.
- Prepare and control CAPEX budgets for \$8 million in security operations, review financial reports to ensure quality of security services, at 48 locations.
- Oversee shift patrol schedules to ensure a building/property is always guarded, keep track of incidents to evaluate them and recommend a course of action and ways to limit reoccurrence.

Category Compliance Manager

2017

Disaster Response as a Service (DRaaS), Pittsburgh, PA

- Develops and manages Category level plans that dovetail with Company's strategic and financial direction ensuring services and/or products are "MSA" and/or "PO Ready" and that margin targets and investment goals are achieved.
- Directs timely execution of milestone events required to launch new division/services/products.
- Contributes to company growth strategy through the development of new Categories, Brands and Channels.
- Engages Operations Planning Team on all new initiatives.
- Develops and execute training/sales tools to assist sales force with information on new and existing product lines.
- Manages cross functional teams to drive innovative product launches.
- Adheres to product launch timeline and action plans.
- Drives Category Sales (Growth and Volume) Performance.
- Experience in insurance and promotional compliance regulations.
- Operational knowledge of Federal and State compliance regulations
- Ability to perform complex audits.

- Provided assistance to all senior management members. Monitored and resolved all compliance issues.
- Prepared training program for human resource departments.
- Coordinated with Internal Auditor and evaluated compliance issues.
- Maintained knowledge on all compliance and privacy laws.
- Designed and maintained efficient policies for compliance activities.
- Administered compliance policies and procedures and resolved issues.

Project Management Coordinator

2006 – 2011

Westinghouse Electric Corporation, Monroeville, PA

- Coordination and integration of projects across multi-functional groups, while monitoring and controlling metrics related to safety, quality, schedule, budget, and customer satisfaction.
- Manage engineering work, instruction, training, and guidance of personnel on projects, tasks, and activities.
- Provide periodic performance feedback to peers and project team members.
- Develop and deliver presentations to communicate the status, problem resolution, recommendations of work/projects to appropriate internal and external customers.
- Identification and presentation of recommendations for business growth opportunities to management.
- Provide expert knowledge within specific projects to peers, vendors, and customers.
- Assist with procedures, processes, and methods for implementing technical requirements
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Customer Care Specialist

2002 – 2006

Verizon Landline & Verizon Wireless Telecommunications, Pittsburgh, PA

- Analysis, strategic planning, and leading execution of team key deliverables. Challenged with creating synergistic efficiencies in operations, work distribution, service intervention, quality and metrics reporting, 1st call resolution.
- Service Fulfillment/Call Center systems: CoFEE Ordering and Billing, SSP Order & Workflow, NRI Console, AMT, IGO, Lec Retain, Order and Workflow, eTRAK, and PATS
- Service Fulfillment Fallout Processes
- Microsoft productivity software
- EAST collective bargaining agreement

District Controller**1998 – 2002**

Penske Truck Leasing, Pittsburgh, PA

- Fiscal services at multiple sites, and will assist the CFO at the Central Business Office in the management of the fiscal services department,
- Development, interpretation, coordination, and administration of policies on finance, accounting, insurance, financial/accounting systems, internal controls, auditing and planned future operations. Maintain departmental reports and records and collect statistical data for administrative and regulatory purposes.
- Coordinate the functions of reimbursements, budget, patient accounting, general accounting, which includes general ledger accounting, accounts payable, and cashiering.
- Monthly reports outlining the financial position in all areas of assets, liabilities, income, and expense, based on past, present, and planned future operations.

CERTIFICATIONS

- Notary Public Certification
- Interaction Management
- Six Sigma Green Belt Certification
- Project Estimation
- Project Management Professional Certification
- ITIL v3 Certification
- CPR Certified Instructor {Adult & Infant}
- Smith Driver Safety Training Certification
- Crisis Prevention Certified Instructor

EDUCATION**Business Management**, Point Park College, Pittsburgh, PA**Data Entry, Computer Processing Specialist**, Western School of Health and Business, Pittsburgh, PA**Real Estate Specialist**, Alan Kells School of Real Estate, Pittsburgh, PA

ADDITIONAL ACTIVITIES

- State Constable - (Election Days only) – 2006 to 2018
- Monroeville Planning Commission – 2013 to 2015
- President Varsity Football Boosters – 2013 to 2014
- VP of Boosters – Gateway Varsity Soccer – 2010 to 2013
- Treasurer – Pitcairn Bowling League – 2010 to 2013
- Catechist – St. Bernadette's Catholic Parish – 2006 to 2012
- Event Coordinator – Global Glorious Productions – 2015 to 2017