

H. LEE KIRKMAN, JR.

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SUMMARY

Nineteen years' experience in accounting, customer service, and office and business management with

- A strong background in accounting and management foundations and principles
- Excellent oral and written communication skills with speech-writing expertise
- Excellent follow-through and attention-to-detail
- Customer-service and customer-relation skills resulting in customer retention
- Creativity in problem solving and logistical issue resolution
- Strength as an individual and also as an integral team-player
- Excellent computer hardware and software knowledge and skills
- A strong work ethic and perseverance to see a project to successful completion
- A diplomatic sensibility with an infectious positive attitude
- Extensive conference and event planning
- Nonprofit organizational, management, and fund-raising experience

EXPERIENCE

WOMEN'S RESOURCE CENTER, Greensboro, NC **Accounting Manager (Part-time Position)**

April 2009 – Present

Responsible for all accounting and office management functions including accounts payable, accounts receivable, payroll, financial reporting, and maintenance of records for audit of the nonprofit organization. Additional responsibilities in fund-raising management including interaction with the board of directors, participation on the steering committee, and emceeing of events.

- Streamlined procedures for fund-raisers to improve management and accounting
- Collaborated for a 15% increase over the previous year's main fund-raising event
- Designed and implemented better communication methods and channels between directors and staff

ID COLLABORATIVE, INC., Greensboro, NC **Business Manager**

September 2002 – July 2009

Responsible for the management of all aspects of business and operations for the commercial interior design firm. Fully responsible for all human resources, accounting, customer service, project coordination and administration, and computer and PDA network maintenance and administration, software procurement and upgrades.

- Managed a 200% growth in corporate sales over a five year period from 1.2 to 3.6 million per year
- Steered the company to inclusion in the *Triad Business Journal's* FAST 50 in 2007
- Coordinated a staff that tripled over a five-year period from 2002 to 2007

OUR STATE MAGAZINE, Greensboro, NC
Circulation Director

September 1997 – September 2002

Responsible for all aspects of periodical circulation including direct marketing campaigns, customer service, customer relations and retention, subscription processing, data entry and management, fulfillment, ancillary products, Web site sales, and direct supervision of three co-workers. Cross-trained in all administrative and accounting processes.

- Established procedures and policies for the building of the circulation department from the ground up
- Created and coordinated direct mail and marketing campaigns that are still utilized by the company

ATKINSON INTERIORS, INC., Myrtle Beach, SC
Vice-President of Operations
Business Manager

August 1996 – September 1997

Responsible for all areas of financial and office management including customer service, customer relations, sales, all accounting functions, operations management, vendor relations, and all marketing and correspondence for the interior design firm with annual sales of \$1.5 million.

- Initiated and coordinated a complete software conversion, saving the company \$6,000 annually
- Established and supervised the implementation of all corporate practices and policies

FOSTER-CAVINESS COMPANY, INC., Greensboro, NC
Customer Service and Credit/Accounting Manager
Customer Service Manager

September 1991 – April 1996

Responsible for all facets of customer service, sales, sales support, customer relations, accounts receivable and payable, cash flow, collections, credit application processing, granting of credit terms, financial analysis, computer training of all employees, computer networking and software, marketing, management team, and direct supervision of four co-workers for annual sales of \$11.5 million. Cross-trained in all management responsibilities.

- Created and implemented customer service policies and procedures and designed the customer service department from the ground up
- Streamlined and defined the corporate organizational matrix

LOWDERMILK FLORIST, INC., Greensboro, NC
Corporate Accounts Manager

January 1990 – September 1991

Responsible for all corporate accounts including marketing and advertising, proposals, sales, contracting, customer service, customer relations and retention, consultation, accounts receivables, and collections for annual sales of \$700,000.

- Created and implemented the business-to-business marketing and sales initiative
- Refined and standardized accounting and business management policies

EDUCATION

APPALACHIAN STATE UNIVERSITY, Boone, NC
BS, Communication Arts
Magna cum Laude Graduate