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## **SUMMARY**

I am an experienced and innovative professional exhibiting immeasurable team building skills, with a successful track-record of driving performance results and improving profitability. I have 18 years of continuous advancement and expertise with experiences in diverse industries of business management, engineering and education. Demonstrates the ability to work under tight deadlines and under pressure. Exhibits disciplines in project management and industry management skills. Provides a solid understanding and proven application of mortgage operations. Strong morale boosting attitude and hands on training tactics.

### **The State of Arizona**

#### **Department of Developmental Disabilities**

#### **Phoenix, AZ**

#### **November 2016 – Present**

##### *Human Service Specialist II*

- Serves individuals/members with developmental disabilities; including Autism, Cerebral Palsy, Intellectual Disabilities and Epilepsy ranging from moderate to severe by supporting them and their families to lead the healthiest, most self-sufficient, productive lives within their capabilities
- Work with members, family and care professionals as a team to review the members strength/needs and develop a plan to help the member reach their goals
- Meet regularly as a team at the members home to assess the appropriate services, exchange updates, share progress and make mutually agreed upon changes to the plan to better support the member in the most integrated setting
- Monitor the member's services in order to ensure the member is making progress toward their goals

**Friendly House, Inc.**

**Phoenix, AZ**

**June 2016 – Present**

*GED / Adult Education Instructor*

GED teachers instruct students in the areas of Math, Science, Writing, Reading, and Social Studies the five areas covered in the GED tests.

- Instruct individuals in a classroom setting
- Conduct Needs Assessment Analysis for each participant
- Develop Educational Action Plan for each participant
- Monitor participants' needs in order to remediate educational deficiencies
- Attend staff meetings and in-service workshops
- Keep attendance records and progress reports
- Create a classroom environment that is conducive to learning and appropriate to the maturity and interest of the students
- Assist the Program Coordinator in such duties as deemed necessary in attaining the established program goals
- Assist in the counseling and guidance with emphasis on maximum progress of the participants
- Perform other duties as necessary

**Financial Engines**

**Phoenix, AZ**

**12/2015 – 3/2016**

*Contact Center Supervisor*

Manage a staff of 15 to 20 nonexempt level employee

Manage performance and productivity objectives through analyzing reports and process improvement

Provide leadership, guidance and feedback on individual performance using side by side coaching, call evaluations, customer feedback and adherence to metrics

Create and foster a positive work environment with a focus on employee engagement

Ensure a culture of accountability, integrity and respect

Participate in recruitment and interview activities

Mentor peers and others to increase knowledge and performance

Perform other related assignments as requested by the leadership team

**JP Morgan Chase Bank**

**Tempe, AZ**

**1/2013 - 3/2015**

Division Leader/ Customer Service Operations Manager I

Manage a staff of 60 to 120 exempt and nonexempt level employee  
Skilled strategist who transforms strategic plans into workable solutions and benchmark performance against key operational targets and goals.  
Creative, dependable, and enthusiastic worker with proven track record in improving processes.  
Maintain attendance records and key performance measures of supervisors  
Responsible for coaching and the motivation of supervisors  
Recommend Human Resource actions (hiring, terminations, salary actions and promotions)  
Assign work and set work flow priorities  
Developed and implemented specific procedures for problem resolution that enhanced department efficiency and productivity

**JP Morgan Chase Bank**

**Columbus, OH**

**9/2010 – 12/2012**

Assistant Vice President/ Customer Service Operations Manager I

Manage a staff of 60 to 120 exempt and nonexempt level employee  
Introduce staff to new procedures and track performance  
Handles exception items and resolve complex issues  
Responsible for personnel administration, including staff development, employee performance reviews, and assessment of staffing needs  
Coordinate with management and other supervisors to resolve problems and work on special projects  
Interact daily with customers, suppliers and company employees outside my immediate work area  
Manage Mortgage, Home Equity and Banker Services portfolio and performance workload of staff  
Developed and set production goals, optimized profitability as well as developed new business and retain existing relationships  
Develop and implement process improvements to make daily operations more efficient  
Ensure performance goals for quality and production are met

**JP Morgan Chase Bank**

**Columbus, OH**

**2/2009 – 8/2010**

Mortgage Officer/ Customer Service Supervisor II

Manage a staff of 15 to 25 nonexempt level employee  
Job duties and responsibilities include, but are not limited to, development of organizational goals within the Home Equity department.

These goals consist of Quality, Tele Survey, Cross-sell/ Retention, Schedule Adherence, Time Management and Operational Competencies.

Basic duties also include keying of employees time and attendance, as well as, floor support monitoring and supervision. Administer performance appraisals/ reviews, routine coaching/monitoring sessions and provide motivational training activities.

**JP Morgan Chase Bank**

**Columbus, OH**

**9/2006 – 1/2009**

*Customer Service Supervisor I*

- Manage a staff of 15 to 25 nonexempt level employee

- Monthly audits to ensure consistency and accuracy of TAS and Manager Connect

- Develop and implement process improvements to make daily operations more efficient

- Ensure performance goals for quality and production are met

- Develop and coordinate staff training

- Ensures written performance objectives, reviews and development plans are in place for all staff as well as provides coaching.

- Ensure adequate operating controls, policies, procedures, and measurements are developed and implemented

- Trained new hires and provided retention training to existing employees

**Affinion Group**

**Columbus, OH**

**9/2003 – 8/2006**

*Product Supervisor*

- Communicating and maintaining departmental performance goals

- Implementation of new product versions to team and department

- Administering routine monitoring and coaching sessions for client needs

- Review the performance of representatives on daily and weekly basis

- Provide on-going training and recurrent training of new versions

- Act as a liaison between the Privacy Guard Management Staff and the Elite Team

- members to ensure all product information is distributed to each group appropriately

- Maintain and manage department work flow

- Support the day-to-day processes with the Elite Team and the over-all development of the representatives within the department

**Accounting Professionals****Columbus, OH****8/2002 – 8/2003***Operations Manager*

Create innovative ways to deliver increased revenue and quality to the business, as well as, provide convenience and security to business partners and clients.

Manage the business aspects of the company in terms of promotion of growth internally and externally, induction of technology and increase in the overall revenue of the company.

**Dent Middle School****Columbia, SC****8/2001 – 7/2002***Math Instructor*

Provide classroom training for seventh grade students in the arena of Basic Math and Pre-Algebra.

Maintain continual checks and balances of academic performances on over seventy-five students in classes that are assigned under my sphere of influence.

Attend daily team-oriented meetings for updates on classroom procedures and functions.

**Telecommunication and Industrial Consulting Services****Authorized Agents of Bell-South****Columbia, SC****4/2000 – 8/2001***Senior Project Specialist*

On premise engineering consultant, and contracting Agents of BellSouth, whose responsibility included the design and detail of construction drawings for outside plant facilities by extensive field investigation and cad drafting.

Worked in coordination with the South Carolina Department of Transportation, South Carolina Electric and Gas, Time Warner Cable Company and other agencies affiliated with outside plant facilities. Provide both aerial and buried resources to commercial businesses, subdivisions, and relief to existing facilities.

Key Projects:

Broad Street Beautification- Removing aerial cable and replacing underground cable

Chapin Relief Project- Adding XBOX, and cable relief to area

Camden Highway Rehab- Replacing XBOX, and replacing buried cable

## **PARSONS**

### **Authorized Agents of Bell-South**

**Columbia, SC**

**1/1998 – 4/2000**

#### Engineering Specialist

As authorized Agents of BellSouth, analyzes the design and engineering of service requirements through field notes, Cad Drafting, encoding outside plant cost and materials, and verifying mechanical loop make-ups. Performs all outside plant facilities operations for BellSouth.

#### Key Projects:

Camden Beautification Project- Removing aerial cable from downtown and replacing underground cable

Blue Cab Taxi Service- Providing entrance cable and services to building

## **Palmetto Metal Products**

**Columbia, SC**

**3/1997 – 12/1997**

#### Design Engineer

Under general supervision, responsibility included specific design and fabrication of products for construction and implementation purposes.

Assisted Senior Level Administrative Manager in providing arrangements, projection outlines, equipment, and collection of materials used in construction projects.

#### Key Projects:

Dent Middle School- window and door designs for new school

South Carolina State University Gymnasium- renovation of windows

## **EDUCATION**

Canyon State Institute {CSI}, Phoenix, AZ - Project Management Certificate, PMP – December 2016

Webster University, Columbia, SC - Masters in Business Administration – March 2003

Major: Computer Resource & Information Management

Webster University, Columbia, SC - Masters of Arts – May 2001

Major: Computer Resource & Information Management

South Carolina State University, Orangeburg, SC – Bachelor of Science – December 1995

Major: Mechanical Engineering Technology