



COUNTY OF ERIE

MARK C. POLONCARZ

COUNTY EXECUTIVE

December 10, 2013

Erie County Legislature
92 Franklin Street, 4th Floor
Buffalo, NY 14202

Re: Reappointment of Member of Erie County Board of Ethics

Dear Honorable Members:

Pursuant to Section 19.01 of the Erie County Administrative Code, I hereby reappoint Kim M. Bowers, 25 Burbank Drive, Orchard Park, New York 14127, to the Erie County Board of Ethics for a term expiring December 31, 2018.

Thank you in advance for your courtesies.

Sincerely yours,



Mark C. Poloncarz
Erie County Executive

MCP

cc: Kim M. Bowers

KIM M. BOWERS

25 Burbank Drive • Orchard Park, New York 14127 • (716) 662-3434 • Kim.Bowers1965@gmail.com

PROFESSIONAL EXPERIENCE

SYKES ENTERPRISES, Inc. - Amherst, New York.

1987 to Present.

Senior Business Analyst – Regional Operations, North America

2010 to Present.

- Provides Global Operations with a strategic and/or tactical perspective on operational/financial trends and gaps to help ensure business efficiencies at the macro and/or micro level.
- Develops and maintains business financial models to determine profitability and evaluate business opportunities.
- Proactively communicates critical data and information with real-time response initiatives.
- Responsible for the preparation of various management reports on a regional and business unit scope.
- Reviews new and/or existing pricing proposals, new and/or client contract reviews to provide feedback to sales, global operations, regional operations and site operations leadership.
- Assists in the preparation of purchase requisitions and appropriations request documents.
- Prepares and collaborates with site personnel completing the monthly forecasting process at the client and site level which includes the preparation of financial analyses and the documentation of issues/opportunities.
- Prepares monthly reports for site, region and business unit reviews to include efficiency opportunities, challenges or critical data observations.
- Performs a review process of the Unit Cost Model at the site, client, region and business unit level to identify business opportunities and profitability.
- Responsible for the review process of pricing opportunities for new and existing clients in order to provide feedback to sales, Global Operations, Site Operations or Regional Operations.
- Responsible for the review process of contract opportunities for new and existing clients in order to provide feedback to sales, Global Operations, Site Operations or Regional Operations.
- Assists with the annual budget preparation in order to provide feedback to Global Operations, Site Operations or Regional Operations as well as the preparation of all reporting pertaining to the annual budget.

Assistant Director – Client Services, Production Manager

1997 to 2010.

- Being involved in the financial forecasting for the Financial Marketing Services division and maintaining Run Rate and Revenue reports has allowed me to trend by month where each line of business is headed compared to goals forecasted. Interacting with Client Services one on one, gives me the ability to suggest adjustments in the forecasts or prepare for unanticipated exceptions.
- Completing case studies containing relevant program information such as database description, sales rates and agent efficiencies provides background to Client Services allowing them to better manage sales leads and hours.
- Handle all functions of telecommunications with regards to the ASPECT CallCenter and its ReportWriter/Runner reporting package, Crystal Reports and Business Objects and Producer/Director Real Time canvas tool as well as Avaya CentreVue CMS Supervisor. Being proficient in these reporting tools gives me the ability to communicate to the Client Services team the historical data by line of business and assist in future forecasting goals.
- Manage all reporting functions for both external as well internal clients, from production to distribution as well as maintain production schedules for client transmissions, report delivery, data editing/cleaning, fulfillment, and forms distribution.
- Direct activities of fulfillment staff ensuring 24 turnaround on all customer requests by developing procedures and automated processes both internally and via outsourcing for client programs.

KIM M. BOWERS

Systems Liaison / Reporting and Fulfillment Manager

1995 to 1997.

- Designed and implemented the "Systems Update Form" to coordinate better communication between account managers and the programming team with respect to automation needs. As the liaison between the Marketing and Systems departments, improving organizational processes allowed for more efficient tracking of billable hours.
- Met with clients, sales representatives, account managers and client services to assist in program design and implementation, and establish system programming guidelines.
- Coordinated and maintained systems automation for all inbound and outbound client programs.
- Developed "Project Notes Template" to better assist account managers with systems automation, telecommunications, training and fulfillment requests at the start up of all programs.
- Coordinated the development of cost center departments for the use of analyzing office spending. Also developed an internal Job Number Identification system that tracked each Client and line of business in a unique fashion. This came as a result of taking over the generation of client invoicing and found that billable non-watts revenue was being lost. No form of tracking or monitoring had been implemented and as a result of this system, we were able to increase our revenues dramatically within the first month of implementation.

General Manager - Operations

1993 to 1995.

Operations Administrator

1991 to 1993.

- Managed approximately 20 indirect systems and support services representatives.
- Handled all functions of telecommunications including PBX switch moves and changes, ordering and maintaining of multiple 800 numbers and T-1 lines through MCI, AT&T and Sprint. Also developed reporting packages specific to client needs using the inbound 800 number automated call distributor (ACD) and MCI Perspective software.
- Coordinated the start up of client programs via systems automation.
- Developed and coordinated all "back-end" functions of programs through direct fulfillment (request for information to the customer) and indirect fulfillment (application and alert form prints to the client).
- Responsible for overseeing daily and program-end efficiency reports, results analysis and evaluation via frequency and cross-tabulations.
- Developed & implemented DR procedures for both systems automation and telecommunications downtime.
- Managed the building card access security and time-clock systems.
- Responsible for the ordering and managing of all office supplies and equipment including PC's and printers, Wang terminals, copiers, facsimiles and postage machines, and the overnight express computer.

Account Manager

1988 to 1991.

Sr. Financial Service Consultant

1987 to 1988.

- Recruited, interviewed, and hired all candidates for the position of telephone service representative.
- Managed a staff of over 50 telephone service representatives for both inbound and outbound customer service and sales.
- Evaluated and reviewed staff performance to maintain sales and customer service standards.
- Coordinated all production elements for a variety of inbound and outbound telephone sales and service programs, including creating scripts, overseeing program automation and implementation, and suggesting new sales approaches to exceed client expectations.
- Conducted sales and product training to telephone service representatives.
- Maintained successful client relationships on a daily basis focusing on all aspects of programs results.
- Prepared efficiency reports for presentations to clients and upper management.
- Responsible for the sales and service of bank products by telephone.

KIM M. BOWERS

COMMUNITY SERVICE

- Erie County Board of Ethics Board Member
Secretary June 2009 – Present
June 2009 – Present

- Western New York Southtowns Scenic Byway: Board Member
Treasurer 2010 – Present
2012 – Present

- Orchard Park Planning Board: Board Member June 2007 – Present
Liaison: Economic Development Comm. 2009 - Present
Liaison: Trails Task Force 2009 - Present
Liaison: Historical Preservation Board 2009 - Present

- Orchard Park Historical Preservation Board: Secretary Jan 2008 – Present

- Orchard Park Trails Task Force: Committee Member 2004 – June 2007
Secretary 2004 – Oct 2008

- Orchard Park Zoning Board of Appeals: Board Member 2006 – June 2007

EDUCATION

Canisius College, Buffalo, New York.

Graduated 1987 – Bachelor of Science Degree: Marketing