

**Tony L. Diamond**  
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## **WORK HISTORY**

### ***Operations Manager, ATG Management, January 2008 – December 2008***

Establish and implement organizational policies, goals, objectives, and procedures, conferring with board members, organization officials, and staff members as necessary, review financial statements, sales and activity reports, and other performance data to measure productivity and goal achievement and to determine areas needing cost reduction and program improvement, monitor internal and external customer satisfaction and community relations, implementation of a formal semi-annual performance review process for all field personnel, fleet management of 70+ vehicles, investigate incidents and complaints as well as tracking attendance and conduct disciplinary actions as needed, & implementation of corporate awards program.

### ***District Manager, Affinity Credit Services, July 2006 – December 2007***

Responsible for managing P&L at 6 branches with a combined portfolio of over \$600,000, provide leadership to a team of financial advisors, conduct internal audits to ensure state compliance and prevent loss prevention, oversee staff members in sales, recruitment, direct hire and client retention, cultivate district growth resulting in 300% revenue increase, manage A/R collections for district & ensure physical security of branches.

### ***Army National Guard, October 2002 – May 2006***

Stationed in Germany and Afghanistan during this time period.

### ***Manager, Sears, Roebuck, & Co., April 2000 – September 2002***

Responsible for a department in the Craftsman Tool Catalog call center and mail room operations, supervision of 32 FT & 12 temporary employees, reorganization of department which reduced operating costs by 17 percent, provide resolution of customer escalations, assist Human Resources with interviews, led the center's philanthropy efforts, & member of the Diversity Council.

### ***Army National Guard, November 1986 – December 2006***

Responsible for movement of 5,000 troops with equipment and weapons between theaters of operation, perform liaison duties between Reserve Component and Active Duty commands, conduct briefings, fleet and facility management, perform leadership role in a combat theater without any loss of equipment or personnel, met or exceeded monthly recruiting goals, Recruiter of the Month Award multiple times, determine applicant's eligibility for service, counsel soldiers on benefits and service obligation, develop work plans for commanders, conduct public speaking events, coordinate high school recruiting events as well as community events, & conduct training seminars.

## **EDUCATION**

Masters Degree in Business Administration (Cum Laude), Madison University, Gulfport, MS  
Bachelors Degree in Business Management, Buena Vista University, Storm Lake, IA  
Associates Degree in Accounting, Ellsworth Community College, Iowa Falls, IA

## **CERTIFICATIONS**

Illinois Notary Public Commission (expires 3/26/2011)  
Illinois Emergency Medical Dispatcher License (expires 12/31/2012)  
Illinois Emergency Medical Technician – Basic License (expires 2/28/2013)  
American Heart Association Healthcare Provider CPR Certification (expires 9/2010)  
Ambulance Service Manager Certification