

**FRANCES ELAINE LYONS**

**PROJECT MANAGER**

Experienced Project Manager offering more than 10 years of proven administrative, operations, communication, meeting planning, organizational and multitasking abilities, primarily in the print/mail media arena. Work well within a fast paced, high pressure, deadline-driven environment. Excellent analytic and problem solving skills. Highly effective in building interpersonal relationships. Able to maintain a sense of balance, perspective and humor under pressure.

- Oversee the launch of products and services to ensure they arrive on time and within budget.
- Develop and maintain complex reports and spreadsheets related to corporate objectives and client-specific requests, ensuring confidentiality of sensitive information.
- Identify priorities and resolve issues in initial stages of projects, escalating concerns to management when deemed appropriate in order to meet deadlines.

\*\*\*\*\*

MS Word, Excel, PowerPoint, FrontPage, Outlook; QuickBooks, Adobe Acrobat, Enterprise eTime, Internet research.

**EXPERIENCE**

**EAST HAWAII CULTURAL CENTER, Hilo, HI**

**9/12 – PRESENT**

Grant Writer

*As an employee of the County of Hawaii, I have been assigned to the position of Grant Writer for the East Hawaii Cultural Council. I research funding sources for Arts, Cultural and Hawaiian heritage grants as well as write Proposals, gather all the required documents necessary to accompany the proposal and submit to foundations and funding sources..*

**BROADRIDGE FINANCIAL SOLUTIONS, INC., Hingham, MA**

**2007 – 2011**

Client Project Administrator

*Provide comprehensive project services for concurrent 401(k) Retirement Plans, Contested Proxy and Tender Offer campaigns of Fortune 500 clients in the financial and insurance sectors.*

- Analyze client data to determine initial needs and mailing requirements for campaign.
- Manage coordination of typesetting, computer operations, programming, billing and any special handling requirements, observing strict adherence to timelines as indicated in SEC filings.
- Ensure external vendors meet all client mailing specifications and deadlines.
- Monitor vote tabulation during campaign, report results and advise client of necessary changes in strategy for successful vote outcome. Act as Inspector of Elections and authenticate final voting results.

**GILLETTE CORP., Boston, MA**

**2005 - 2007**

Associate Art Coordinator

*Worked with the Sales and Marketing groups to coordinate artistic changes in product packaging for global oral care products.*

- Managed worldwide production of artwork projects from conceptual meetings with sales team to final approval and production of packaging.
- Worked internationally with graphic artists, legal counsel and production departments to deliver final product according to compliance regulations and deadlines.
- Oversaw translation of content from English to relevant foreign language and back to English, ensuring context was delivered as originally intended.

**PATTANGALL ASSOCIATES, Whitman, MA****2004 - 2005**Administrative Assistant

- Assisted accountant in compiling financial information in QuickBooks to process tax returns.
- Filed corporate and personal tax returns according to current IRS methods as well as corporate filings as required by the appropriate governing authorities.
- Facilitated and resolved client questions with IRS and MA Department of Revenue.

**BOSTON FINANCIAL DATA SERVICES, Quincy, MA****2000 - 2003**Client Service Administrator

*Serviced mutual fund clients' information needs via development of daily, monthly and quarterly statements and special mailings.*

- Managed and documented multiple projects in various phases of development.
- Coordinated enhancements to existing products as well as the creation of financial statements, custom base stock and envelope materials to support output products.
- Facilitated meetings and conference calls with clients, multiple internal departments and vendors to analyze and recommend solutions, ensuring a quality product.
- Advised client on content revisions to deliver mailing enclosures with a compelling message to the shareholder.

## PREVIOUS EXPERIENCE

**DEUTSCHE BANK, Norwell, MA****9 years**Traffic Coordinator & Project Manager

Managed the facilitation and coordination of advertising and public relations initiatives for financial advisors including print and collateral materials. Managed inventory of all marketing materials for use at intermediary and retail trade conferences from creative inception through payment stages. Maintained relationships with creative services, compliance, accounts payable, internal printing departments and external production vendors. Edited and published economic and financial articles for sophisticated investors and financial advisors on the Financial Intermediary Services Website.

Institutional Services Representative

Serviced high-end clients with all transactional needs. Acting Manager for two years, supervising and training nine registered representatives. Performed daily payroll and retirement plan transactions in excess of \$1 million for Chase, Citibank, Financial Advisors and Scudder Kemper. Oversaw transition of fund operations from Norwell to Chicago location as part of a plant shutdown. Transition strategy included documenting all processes and training inheriting team to ensure continued seamless delivery to shareholders.

Adjustment Specialist & Account Representative

Supported the Cash Processing Unit in transaction adjustments.

## EDUCATION

**NORTHEASTERN UNIVERSITY, Boston, Massachusetts**

Bachelors Degree in Management - Candidate

**QUINCY COLLEGE, Quincy, Massachusetts**

Associates Degree in Management - 1994