

From: [City of Marco Island Florida](#)
To: [Joan Taylor](#)
Subject: Form submission from: Online Advisory Board Application
Date: Monday, November 6, 2023 7:59:14 PM
Attachments: [maureen_l_craig_resume_final.pdf](#)

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Submitted on Monday, November 6, 2023 - 8:58pm

Submitted by anonymous user: 193.27.12.188

Submitted values are:

Date of Application: Mon, 11/06/2023

Your Name:

Last Name Craig

First Name Maureen

Middle Name Laura

Address:

Number and Street 191 Stillwater Ct

Apt. Number

City Marco Island

State Florida

Zip 34145

Phone Numbers:

Home 989.631.0467

Cell 989.274.3433

Business

Email Address mcraig0467@gmail.com

Board or Committee Audit Advisory Committee

Background

How long have you lived on Marco Island? 5-10 Years

Are you a year-round resident? Yes

Have you ever been convicted or found guilty of a criminal offense (any level felony or first degree misdemeanor only)? No

Would you (or any organizations with which you are affiliated) potentially benefit on a personal level from decisions or recommendations made by this board? No

Do you currently hold public office? No

Do you now serve, or have you ever served on a Collier County or City of Marco Island board or committee? No

Qualifications

Please list your community activities and positions held (Example: Civic clubs, neighborhood associations, etc.):

Midland, Michigan United Way - president, vice-president, treasurer, and audit committee chair

Dow High School Sports Booster Club - Swim/dive parent representative

Zonta Club of Midland member

San Marco Catholic Church - Eucharistic Minister

Why do you want to serve on a committee?

I am very interested to share my talents and skills with the community. As a retired accountant/controller, I feel I would be qualified to serve on the Audit Advisory Committee.

What issues do you think should be addressed by this committee?

Maintaining strong internal controls related to financial transactions is key to ensuring City assets are being protected. The Audit Advisory Committee has the potential to be a vital piece of necessary financial oversight.

Resume [maureen_l_craig_resume_final.pdf](#)

The results of this submission may be viewed at:

<https://www.cityofmarcoisland.com/node/1571/submission/22588>

MAUREEN L CRAIG

Marco Island, Florida

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GLOBAL BUSINESS PROCESS CONSULTANT

Business Process Optimization Strategy · Business Process Transformation · Program Execution

Senior leader with strong skills in Business Process Optimization and Business Process Outsourcing. Proven skills in leading complex global business process transformation and serving as the primary representative for a global company related to the transformation. Expat assignment in China and extensive global business travel; exceptional ability to lead change in multi-cultural situations.

CORE COMPETENCIES

- Creative, Budget Sensitive Solutions
 - Keen Multi-Cultural Acuity
 - Influence Management Skills
 - Trusted Leader
 - Pre-Outsourcing Preparation
 - Post-Outsourcing Optimization
 - Cross-process Optimization
 - Cross-process Mapping
 - Business Partner Selection
-

PROFESSIONAL EXPERIENCE

Global Business Process Strategy/Optimization

Seven years leading global Source to Pay Business Process and strategy on four continents.

- ★ Managed portfolio of cross-process business process improvement projects to optimize Source to Pay process enabling best-in-class PO creation efficiencies, best-in-class Category Management training process and best-in-class Freight Management process
- ★ Ensured process compliance with SOx and ITAR controls resulting in 100% global compliance
- ★ Designed process improvements to meet changing business needs and regulatory environment

Business Process Outsourcing Implementation/Optimization

Led and managed team of professionals through strategy of BP Outsourcing, selection of Outsourcing partner, negotiation of Outsourcing contract and implementation of Outsourcing model

- ★ Directed implementation of novel Procurement Outsourcing strategy resulting in 70% of PtP Operations being successfully outsourced
- ★ Lead post-implementation fine tuning of outsourced process execution with stabilization completed within 12 months
- ★ Developed post-implementation white paper to assist future BPO efforts within the company

Complex Legal Claims Operations Management

Led and managed team of internal and external professionals managing Chapter 11 claims and administration

- ★ Established team and process to manage Fee Application Professionals in a mass tort related Chapter 11 Bankruptcy
- ★ Led team of 75+ to manage more than one million proofs of claim
- ★ Planned and executed payment of commercial claims on shorter than court mandated timeline saving the company more than \$14M

EMPLOYMENT HISTORY

Dow Corning Corporation

Director, Procurement Excellence/Business Process Leader Source to Pay 2010 - 2017

Developed Source to Pay Business Process strategy including tools and Business Process optimization

- ★ Co-led process execution modification which included centralization of certain operational roles and outsourcing of some of those roles
- ★ Notable results include leading-edge Business Process outsourcing and novel use of contract resources to enable best in class Category Management process

Business Controller 2004 - 2010

Led team of three financial analysts to provide insight into profitability trends, planning, budgeting and compliance with SOx controls to Business Leadership

- ★ Developed novel reporting to respond quickly to changing business environment in late 2008/early 2009 resulting in identification of previously unknown Sales return behaviors
- ★ Developed Sales/Expense Budget proposals with Business Leadership then worked to negotiate final targets with Corporate Planning
- ★ Accurate forecasting and planning resulted in achieving Sales/Expense Budgets every year

Director, Chapter 11 Claims & Administration 1995 - 2004

Led team of internal and external professionals in the administration of over 1 million Chapter 11 claims as well as the administration of the Fee Application process

- ★ Developed, in conjunction with an attorney for the U.S Trustee, protocols to streamline review, negotiation and payment of fee application from the Fee Professionals
- ★ Responsible to lead team to identify then prepare objections to duplicate claims
- ★ Responsible to develop protocols and execute tort claim data transmission to Settlement Facility
- ★ Responsible to lead design and execution of proprietary commercial claims payment process

EDUCATION

Masters in Business Administration - Central Michigan University, Mt. Pleasant, MI

Bachelors of Science, Accounting - Indiana University, Bloomington, IN