

Municipal Civil Service Commission At Large Commissioner	Application No: 20140804144547_1766
ELIGIBILITY	
Are you a qualified voter in the City of San Antonio?	Yes
PROFILE	
Prefix	
Last Name	Coe
First Name	Leon
Middle	L.
Suffix	
Preferred Name	Leon
Title	
Address Type?	Residence
Address	4319 James Bowie
City	San Antonio
State	TX
Zip	78253
Phone Type?	Cell
Phone number	(314) 276-6883
Phone 2 Type?	
Phone 2 number	
eMail	Leon.L.Coe@gmail.com
Employer	EnerSafe Inc.
Job Title	Regional Business Manager
Occupation	Regional Business Manager
Date of Birth	05/19/1980
Board/Commission/Committee Name	Municipal Civil Service Commission
Category	Commissioner
District/Type	At Large
QUESTIONS	
If this board position requires residency within Bexar County, the City of San Antonio city limits or within a particular council district, do you meet those residency requirements?	Yes
Are you a City of San Antonio resident?	Yes
San Antonio Resident Length - Years	01

In which City Council District do you reside?	04
How many years have you lived in the City Council District where you reside?	01
Do you or any of your immediate family members or any businesses that you or they own currently have any direct or indirect financial interest in any contract(s) with the City, including subcontracts?	No
Will you or any of your immediate family members or any businesses that you or they own seek a contract (s) with the City in the foreseeable future?	No
Do you or any of your immediate family members or any businesses that you or they own have any financial interest, direct or indirect, in any sale to the City of any land, materials, supplies, or service?	No
Will you or any of your immediate family members or any businesses that you or they own seek or take part, either directly or indirectly, in any sale of land, materials, supplies, or service to the City in the foreseeable future?	No
Does your employer or an employer of your immediate family members have a contract with the City?	No
Do you or any of your family members currently serve or in the past year served as an administrative aide to a Councilmember?	No
Do you currently serve in any elected or appointed public government office?	No
Are you a member and/or officer and/or employee of any boards, commissions, corporations, non-profit entities, agencies, or other entities?	Yes
Give the title and dates of any position which you have held in such organization:	Member, Alamo City Chamber of Commerce
Do you receive any compensation for service on this entity(ies)?	No
Do you intend to seek election or appointment to any public office or board or commission in the foreseeable future?	No

Have you ever been hired for a position with the City of San Antonio?	No
Have you had any convictions of criminal offenses other than parking or traffic tickets?	No
Describe your Educational history.	M.B.A, Webster University B.A.-Business Administration, Lindenwood University
Describe your Professional History & Certification designations (Current and historical).	CINTAS CORPORATION: 2013-2014 Operations Manager, Acting General Manager Relocated to San Antonio to perform task of on-site Operations Manager. Responsibilities included total Profit and Loss management and budgeting (P and L), SAP financial review, client engagement meetings with clients such as HEB, Wal-Mart, Microsoft, etc. Grew portfolio internally by 28 for fiscal year, by up selling current client base. Location posted record revenue year while exceeding projections by over \$300k. Added staffing by 30 by continually recruiting based on future trends of current growth models. Created criteria and curriculum to train staff for future leadership positions which was then implemented across the division. Implemented Six Sigma principles to manage inventory levels for location. Slow moving inventory reduced to .55 over fiscal year. Location received Outstanding Achievement Award for revenue growth and profitability. Scored a 99.6 on safety audit while reducing Total Incident Rate to 0 from 17 prior year. Created criteria and curriculum (SOP) to train staff for future leadership positions which was then implemented across the division. St. Louis Operations Manager, Advanced Managing Partner Reported directly to General Manager. Served as acting general manager for San Antonio, St. Louis and Columbia, MO. fire protection locations. Grew portfolio revenue by 18 over six-month period by adding new clients and increasing services of existing customers. Helped land multi-year business deals by meeting with executives within the corporations and pinpointing their fire protection needs. Aided St. Louis location in posting of its first \$1M profit year. Leads 38 direct/indirect reports, responsible for personnel decisions including hiring, developing, training, motivating and evaluating employee performance. Promoted to Service Manager after six weeks of employment by influencing the teams to perform better and using past leadership skills as benchmark for goal setting. As a result, efficiency of each employee increased with 99 efficiency rate. Promoted to market Operations Manager after ten months as leading revenue producing Service Manager. Relocated to San Antonio to serve as Acting General Manager. Service areas include San Antonio, Austin, and Corpus Christi. Posted 39 internal growth and 22 revenue growth in first quarter as Operations Manager of San Antonio location. EXPRESS SCRIPTS/MEDCO: 2012-2012 Finance Manager Member A/R, Jan 12-Jul 12 Reported directly to Director of Finance. Analyzing and creating ad hoc Excel reports for the Finance department. Combining multiple spreadsheets in Excel with large amounts of data for variance analysis, using statistical, logical, lookup functions, and creating pivot tables for Month-end Reporting. Led 20-member team of accountant assistants. Confidential Government Medicare Part D - pulling and verifying data from SAP Business Objects into Excel - General Ledger Reconciliation, Accounts Payables,

	<p>Balance Brought Forward for clients signed up with Medicare Part D (Prescription Drug Plan). Working with Accounts Payables, Client Billing, and Treasury Departments prescription cost and premium analysis, price comparisons, aging analysis, discrepancy reporting, and special projects. Decreased processing time for member payments from 5-day delay to same day processing, which expedited time-to-ship of prescription medicine to mail order customers. U.S. BANK: 2000-2011 Portfolio Manager, 04-Oct 11 Leads 60 direct/indirect reports, heading daily operations and a \$400M portfolio as well as ongoing training, continuous improvement efforts, and work distribution to meet quarterly goals and monthly charge-off reduction objectives. Integral in HR functions, including recruiting, disciplinary actions, and termination. Servicing of Visa and MasterCard bank branded and co-branded products. Headed recruiting efforts to accommodate business growth with 80 of new staff members achieving employee of the month in the first year. Designed, tested, and partnered with cross-function teams on the successful rollout of U.S. Bank mobile banking application.</p>
Describe your Volunteer Experience & Community Service	<p>ALAMO CITY CHAMBER OF COMMERCE 2013- PRESENT Active Member Worked with association to partner with Cintas on 2014 MLK planning committee. Cintas group participated in San Antonio MLK walk. ST. LOUIS ZOO: 2013-PRESENT YZF Board Member Served as volunteer for planning, preparation and execution of zoo sponsored events such as Zootini and Zoofari. Events which increased attendance at the zoo by 13 from previous year. Worked with marketing department and corporations to gain sponsorship. THE GRIOT MUSEUM OF AFRICAN AMERICAN HISTORY: 2013- PRESENT Board of Directors Partnered with NBMBAA to host networking event at the museum. As board member, primary objective was to increase attendance, revenue and awareness of the museum. ALPHA PHI ALPHA FRATERNITY INC.: 2012- PRESENT Active Member Served on committee for Alpha Phi Alpha Black and Gold gala. Co-chaired career workshop focused on networking and business relationships. Co-chair on Alpha Phi Alpha Health Fair in partnership with St. Louis University Hospital. Served as committee member for Book Bag donation for 3rd Ward St. Louis city residents. NBMBAA: 2010-PRESENT Active Member Worked with association to partner with The Griot Museum of African American History to host networking event at the museum. Mentored undergraduate students on career objectives and study habits.</p>
Please provide a brief narrative outlining your reasons for seeking appointment to this board or commission:	<p>Specializing in team leadership/development, project management, and continuous improvements, I submit my qualifications as a senior operations manager for your review. Offering over 10 years of experience in the financial services arena, I excel in identifying and moderating risk potential for ongoing company development and asset protection despite fluctuating market conditions. My most recent role included managing a fire protection branch office with a 30-member team for a Fortune 1000 team. Under my leadership as Operations Manager, the location achieved its first \$1M net income fiscal year, with 18 revenue growth. I was then offered the opportunity to relocate to manage a smaller underperforming branch in San Antonio with more responsibilities. Assuming the role of Acting General Manager, I was able to help the location earn an</p>

	Outstanding Achievement Award, reduced the accident injury rate from 17 to 0 and score a 99.6 on its Safety Audit. The location posted 28 internal growth while exceeding projections by over \$300k.
DEMOGRAPHIC INFORMATION	
Ethnicity:	African American
Gender:	Male
APPLICATION SIGN-OFF	
As a board, commission, or committee member, you will be asked to adhere to: Code of Ordinances, City of San Antonio, Part II, Chapter 2, Article IX, Sec.2-534. All board and commission members must file a Financial Disclosure Report with the Office of the City Clerk upon appointment, and annually thereafter, throughout the member's term. Failure to file a Financial Disclosure Report within the time required by the City's Ethics Code will be considered an automatic removal.	
I understand that if any member of the public makes a request for information included in this Application for Appointment, most of the information must be disclosed under the Public Information Act. I understand that the City of San Antonio will attempt to maintain the confidentiality of highly private matters by seeking an Attorney General's opinion in accordance with the Public Information Act. I understand that it may not be legally possible to maintain the confidentiality of such information, and I hereby release the City of San Antonio, and its agents, employees and officers, from any and all liability whatsoever if the information must be released pursuant to the Public Information Act or any other law requiring its release.	Acknowledged
I recognize that I am an applicant for Municipal Civil Service Commission, as a City of San Antonio board or commission that is more than advisory in nature. As a city officer, I understand that I, my immediate family members, and any business in which I and/or they hold a 10% or greater ownership interest will be prohibited from seeking or accepting contracts with the city for the	Acknowledged

duration of my service on this board. I further understand that this restriction will extend with regard to many types of discretionary contracts for a period of one year after leaving city service.	
OATH: I have read and understand the guidelines set out in this application. The foregoing statements are true, accurate, and complete. I agree that any misrepresentation or omission of facts may result in my disqualification for appointment.	Acknowledged
I further request, as a part of my application, that all law enforcement officials and criminal justice agencies release any criminal history records concerning me to the Office of the City Clerk of the City of San Antonio in order that qualifications may be checked.	Acknowledged
Enter Your Name	Leon Coe
Date of submission.	8/4/2014
The Texas Public Information Act provides that each government official may choose whether to allow the public access to the information in the custody of the City that contains your home address, home telephone number, or reveals whether you have family members. Please note that this does not apply to business addresses, which are subject to public disclosure. If an open records request is filed requesting to view or obtain records that contain your personal information, the City will take steps to protect your personal information as authorized by the Texas Public Information Act, but only if you have elected to protect personal information.	
I want the public to have access to my Home Address.	No
I want the public to have access to my Home Telephone Number.	No
I want the public to have access to my Family Information.	No
Please attach any additional information, such as a current resume, using the Attachments panel at the bottom of this page.	

Office of the City Clerk P.O. Box 839966 San Antonio, Texas 78283-3966 Phone: (210) 207-7253 (Application will be kept on file with the Office of the City Clerk for 12 months.)	
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SENIOR OPERATIONS MANAGEMENT

- ▶ Analytical leader and team builder with 10+ years of proven success in the financial services industry.
- ▶ Delivers continuous performance and productivity level improvements, providing a hands-on approach to maximize team knowledge and exceed objectives.
- ▶ Gauges trends and risk potential to prepare for business growth and economic downturns.
- ▶ Develops action plans to minimize losses and non-payment rates for ongoing asset protection.
- ▶ Six Sigma Green Belt Certified and SAP experience.

CORE STRENGTHS

- Project Management ▶ Personnel Supervision
- Forecasting ▶ Budgeting ▶ Accounts Receivable
- Systems Development ▶ Testing/Analysis
- Strategic Planning ▶ Human Resources ▶ Collections
- Training/Development ▶ Client Interfacing
- Portfolio Management ▶ Team Building ▶ Recruiting

CONTINUOUS OPERATIONAL & PERFORMANCE IMPROVEMENTS

- ▶ Cut \$11M per month in credit loss and charge-off accounts through collections strategies and campaigns.
- ▶ Expanded staff 60% to compensate for high payment delinquency rates in a fluctuating market, identifying risk potential based on consumer trends and introducing alternatives to offset increase; achieved department objectives by eliminating \$2M in charge-off debt.
- ▶ Boosted cardholder communication 29% in 30 days by interfacing with LexisNexis vendor to optimize efficiency and reconfigure system business requirements as well as facilitating training for 300 personnel.
- ▶ Managed daily operations and a 60-member collections team, exceeding industry average rating for a \$400M annual credit portfolio; implemented monthly charge-off forecasting as well as developed long-term strategies to minimize net loss and provided training to communicate changes.
- ▶ Lowered monthly portfolio losses \$400K by modifying processes to improve high-risk areas.

PROFESSIONAL OVERVIEW

CINTAS CORPORATION:

2013-2014

Operations Manager, Acting General Manager

Relocated to San Antonio to perform task of on-site Operations Manager. Responsibilities included total Profit and Loss management and budgeting (P&L), SAP financial review, client engagement meetings with clients such as HEB, Wal-Mart, Microsoft, etc. Grew portfolio internally by 28% for fiscal year, by up selling current client base. Location posted record revenue year while exceeding projections by over \$300k. Added staffing by 30% by continually recruiting based on future trends of current growth models. Created criteria and curriculum to train staff for future leadership positions which was then implemented across the division. Implemented Six Sigma principles to manage inventory levels for location. Slow moving inventory reduced to .55% over fiscal year.

- ▶ Location received Outstanding Achievement Award for revenue growth and profitability.
- ▶ Scored a 99.6% on safety audit while reducing Total Incident Rate to 0% from 17% prior year.
- ▶ Created criteria and curriculum (SOP) to train staff for future leadership positions which was then implemented across the division.

St. Louis Operations Manager, Advanced Managing Partner

Reported directly to General Manager. Served as acting general manager for San Antonio, St. Louis and Columbia, MO. fire protection locations. Grew portfolio revenue by 18% over six-month period by adding new clients and increasing services of existing customers. Helped land multi-year business deals by meeting with executives within the corporations and pinpointing their fire protection needs. Aided St. Louis location in posting of its first \$1M profit year. Leads 38 direct/indirect reports, responsible for personnel decisions including hiring, developing, training, motivating and evaluating employee performance.

- ▶ Promoted to Service Manager after six weeks of employment by influencing the teams to perform better and using past leadership skills as benchmark for goal setting. As a result, efficiency of each employee increased with 99% efficiency rate.
- ▶ Promoted to market Operations Manager after ten months as leading revenue producing Service Manager.
- ▶ Relocated to San Antonio to serve as Acting General Manager. Service areas include San Antonio, Austin, and Corpus Christi.
- ▶ Posted 39% internal growth and 22% revenue growth in first quarter as Operations Manager of San Antonio location.

EXPRESS SCRIPTS/MEDCO:

2012-2012

Finance Manager Member A/R, Jan '12-Jul '12

Reported directly to Director of Finance. Analyzing and creating ad hoc Excel reports for the Finance department. Combining multiple spreadsheets in Excel with large amounts of data for variance analysis, using statistical, logical, lookup functions, and creating pivot tables for Month-end Reporting. Led 20-member team of accountant assistants. Confidential Government Medicare Part D - pulling and verifying data from SAP Business Objects into Excel - General Ledger Reconciliation, Accounts Payables, Balance Brought Forward for clients signed up with Medicare Part D (Prescription Drug Plan). Working with Accounts Payables, Client Billing, and Treasury Departments=prescription cost and premium analysis, price comparisons, aging analysis, discrepancy reporting, and special projects.

- Decreased processing time for member payments from 5-day delay to same day processing, which expedited time-to-ship of prescription medicine to mail order customers.

U.S. BANK:

2000-2011

Portfolio Manager, '04-Oct '11

Leads 60 direct/indirect reports, heading daily operations and a \$400M portfolio as well as ongoing training, continuous improvement efforts, and work distribution to meet quarterly goals and monthly charge-off reduction objectives. Integral in HR functions, including recruiting, disciplinary actions, and termination. Servicing of Visa and MasterCard bank branded and co-branded products.

- Headed recruiting efforts to accommodate business growth with 80% of new staff members achieving employee of the month in the first year.
- Designed, tested, and partnered with cross-function teams on the successful rollout of U.S. Bank mobile banking application.

Senior Credit Card Collector, '00-'04

Administered collections and escalated calls for high-risk charge-off Visa and MasterCard accounts up to 210 days overdue. Provided training to new hires and collaborated with team members to develop solutions to minimize portfolio losses.

COMMUNITY SERVICE

ALAMO CITY CHAMBER OF COMMERCE

2013- PRESENT

Active Member

Worked with association to partner with Cintas on 2014 MLK planning committee. Cintas group participated in San Antonio MLK walk.

ST. LOUIS ZOO:

2013-PRESENT

YZF Board Member

Served as volunteer for planning, preparation and execution of zoo sponsored events such as Zootini and Zoofari. Events which increased attendance at the zoo by 13% from previous year. Worked with marketing department and corporations to gain sponsorship.

THE GRIOT MUSEUM OF AFRICAN AMERICAN HISTORY:

2013- PRESENT

Board of Directors

Partnered with NBMBAA to host networking event at the museum. As board member, primary objective was to increase attendance, revenue and awareness of the museum.

ALPHA PHI ALPHA FRATERNITY INC.:

2012- PRESENT

Active Member

Served on committee for Alpha Phi Alpha Black and Gold gala. Co-chaired career workshop focused on networking and business relationships. Co-chair on Alpha Phi Alpha Health Fair in partnership with St. Louis University Hospital. Served as committee member for Book Bag donation for 3rd Ward St. Louis city residents.

NBMBAA:

2010-PRESENT

Active Member

Worked with association to partner with The Griot Museum of African American History to host networking event at the museum. Mentored undergraduate students on career objectives and study habits.

CREDENTIALS
