

GARY PANEPINTO

2455 Wellington Chase Drive
Concord, NC 28027
Cell: 704.956.5106

Historic; Director of Operations experienced in process design, systems, facilities planning, backend office automation, people management, budgeting. 36 years of accomplishments in many phases of management with an exceptional track record in people management, process design, quality control and project management.

Current; Direct application of corporate and biblical training in Kingdom building affairs.

JOB OBJECTIVE

Build the Kingdom of God.

PROFESSIONAL EXPERIENCE

Upward Call Ministry
Founder's; Gary and Cindy Panepinto

1995 – Present

Consultants - Serving churches, non-profit organizations and businesses.
Our Goal is to facilitate the church, ministry and businesses success.

The Church of Grace and Peace

1994-2010

Served as Sr. Pastor Designate/Executive Pastor/Business Administrator
- Pastor, Rule, Lead, Train, Mentor - equipping the saints for the work of the ministry

Responsible for all business administration ministry and outreach including:

- Sheppard, mentoring leaders, changing people
- Budgeting/Finances
- Buildings & grounds master site planning.
- New building design/construction - GC
- Training all office/maintenance staff
- Human resources administration
- Chair Trustee Board

Chase Manhattan Bank

1988-1993

Vice President

Information Engineering

Repository/Encyclopedia Manager responsible for Global Security Services process models.

Additional responsibilities include:

- Liberation/conversion from Knowledge Ware C.A.S.E. tool to the Texas Instruments IEF OS2 mainframe encyclopedia.
- Acting business analyst to the first CASE application installation. Attending TI, Just in time training program. Consists of BAA I, BAA II, Design and Construction phases.
- Consultant to business area analysis teams for process models.
- Presenting to GSS user community the information Engineering methodology overview.
- Recommend appropriate users for analysis team candidates.
- Responsible for creation and adherence to the Chase standards using the Texas Instruments CASE tool.

Second Vice President

Global Security Services - Information Engineering

- Over a year and a half experience using CASE tools specifically KnowledgeWare Dos and OS2 products. I have obtained an understanding of the Information Engineering methodology and currently represent the user community for all process related matters.
- Currently managing multiple Information Engineering projects both tactical and strategic. Responsible for maintaining strategic process models for Global Security Services.
- Managing and coordinating efforts between the United States and the United Kingdom analysis teams. Project Leader for the Global Custody functional analysis group. Portfolio in excess of 100 Billion dollars.

Results achieved included the following:

- Obtaining all business requirements from user groups and maintaining models for tactical and strategic projects.
- Generation of over 7000 pages of audit accepted process/product flow documentation (Level 111).
- Comparative analysis of over 35 functional departments in three locations: New York, Bournemouth and London, England.
- Documented business risk/opportunities and organizational process flow charge recommendations.
- Development of departmental M.I.S.
- Delivery of service quality indicators including definition and current standards.
- Trained participating Jr. Executive level management for key positions at project completion.
- Supplied systems development with functional specifications/data dictionary required to rewrite/enhance current system modules.
- Defined for Sr. management root business/cultural issues and recommended resolution.
- Developed, two, 5 year strategic plan options.

Chargit Inc

1985-1987

VP Director of Operations/New Project/Process Development

Direct management responsibilities for five major operating divisions within Chargit: Theater ticket sales, Airline Reservations (domestic and international), Nation Check Records Corporation, Bank Card Processing Center, and Telemarketing Catalog Sales.

Reorganized and centralized multiple processing centers reducing operation expenses in excess of 20% within six months.

Reduced Bankcard operation expenses over 40% with five months.

Additional project management responsibilities included:

- Relocation of offsite processing centers to central location.
- Completion of IBM system development plan.
- Project plan development/implementation of an on-line accounts receivable system.
- Analyzed, defined and cost justified the implementation of high speed OCR equipment to automate manually intense environments.
- Developed requirements for the first information Engineering project. Successfully built applications through implementation using this methodology.

Citicorp/Citibank N.A.

1973-1984

Project /Operations Manager

Investment Savings Research and Development National Bank by Mail Center

Responsible for operational/systems analysis, project development, coordination of internal systems efforts while simultaneously managing in-house consultants. Key focus on work simplification through office automation with uninterrupted service delivery to a portfolio of over \$450MM. Developed a stand alone Telemarketing Sales Support area for Investment Savings and Citibank Financial Account sales groups.

Senior Business Analyst
Division Executive Office
Citibank USA

Business Analyst for the Chairman of Citibank USA. Provided key representation for all major projects with the division. Maintained a proactive role in high level planning meetings. Developed test plans, recommended problems resolution and successfully developed an internal change control cycle. Recommended changes to process design resulting in excess of \$800M in bank savings annually.

Operations Manager
Customer Service

Managed Mastercard/Visa Bankcard customer service real time phone center. Successfully implemented new innovative procedures enhancing service delivery.

Operations Project Manager
Preferred Visa Solicitations Services

Responsible for the implementation of the Citibank Preferred Visa project. Assumed management responsibilities for the department. Implemented enhanced verification procedures, double approval rates. Successfully relocated operations from Melville, New York to Sioux Falls, South Dakota.

Quality Control Manager

Developed, implemented, and managed an ongoing user acceptance program for application software. Designed, managed and coordinated an ADP Procedural Audit Group for the primary purpose of post implementation testing of procedures and systems processing for the Preferred Visa Card.

Assistant Manager (Procedure Audit Officer)
Consumer Services Group

Restructured, organized and assisted in managing the Customer Service Treasury Audit Teams with the specific intent of monitoring subledger account balance trends and write-offs. Directed and motivated the audit process team to enhance and suggest procedural changes to improve and strengthen any function within the process of handling subledger accounts and improve write-offs.

Unit Manager
Consumer Services Group

Managed the Mastercard/Visa Payments Departments investigation and Proof Unit-Budget \$500MM. Staff 32. This position involved hiring, training, documentation of procedures, and motivation of staff, supplying them with well-rounded understanding of the Bankcard Business. Controlled 18 subledger accounts, with receivables in excess of \$500M, successfully reducing operational losses by 60%, thus saving the bank \$250M annually. Implemented new innovative investigation procedures and controls supporting the team work concept. Controlled operational accounts with average balances of \$12MM and \$135M transactions daily. Surpassed acceptable levels of standards for subledger accounts.

REFERENCES

Available upon request.

OTHER POSITIONS HELD

Input/Output Workflow Coordinator Consumer Services Group Data Center	1976-1977
First National City Bank Teller, New York Banking Division	1974-1976
Secretary Smithtown Gospel Tabernacle School Board	1986-1987
Treasurer Song of Solomon (Non profit 501C3)	1988-2010
Chairman Trustee Board The Church of Grace and Peace	1988-2003
Awake America - Steve Hill	1997-1999
Treasurer ICN Ministries - Dr. Mike Brown	1993-2005
Treasurer Fire Power Ministries – Jeff Beacham	1998- Present
F.I.R.E. Fire International missions board – Dr. Josh Peters	2007-Present

EDUCATION

Special Courses

Managing People
Developing Management Skills
Executive Problem Analysis and Decision Making, Kemper Tragnoe Association
Ten workshops (Citicorp Sponsored), Suffolk Community College
Production Dynamics for Bankers
Effective Personnel Practices
Information Engineering, RAD Technology Transfer Institute
Information Engineering, James Martin Associates
Information Engineering, C.A.S.E. Technology TTI
Relational Concepts and Database2, On-line Software International
Texas Instruments, (IEF) Repository/Encyclopedia Management
Texas Instruments, (IEF) Business Area Analysis I
Farmingdale A&T College
Adelphi University
Liberty Theological and Biblical College