



Office of the Mayor  
Gavin Buckley, Mayor  
160 Duke of Gloucester Street  
Annapolis, MD 21401-2517

Chartered 1708

May 3, 2019

To: Alderpersons, City of Annapolis

From: Mayor Gavin Buckley

Re: Recreation Advisory Board Reappointment

Pending your approval, I would like to reappoint Ms. Patricia Dawn Moyer to the Recreation Advisory Board. Ms. Moyer has served on this board since 2000.

Ms. Moyer's term will expire on 6/30/2021. A copy of her resume is attached.

Patricia Dawn Moyer  
1814 Bay Ridge Road  
Annapolis, MD 21403

Thank You.

GB/hrr

Reviewed by: <u>Economic Matters Committee</u>	
<u>    </u> Favorable	<u>    </u> Unfavorable
_____	_____
Committee Chair	Date

# P. Dawn Moyer



1814 Bay Ridge Avenue ♦ Annapolis, Md. 21403  
Home Phone 410-263-8701 ♦ Email pmoyerd@cs.com

## EMPLOYMENT EXPERIENCE

STEWART ENTERPRISES, Baltimore, Md. 6/01-current  
SENIOR FAMILY SERVICE COUNSELOR

Assist families with pre-need and at-need estate-planning. Developed leads through telemarketing and working through customer database. Assist in training new counselors as needed. Assist families with financing and contract loans. Collect Monies due as necessary. Assist in reconciling Monies received.  
Awarded "Top performer of the Quarter" for last quarter.

BALTIMORE SUN FOR ANNE ARUNDEL, Pasadena, Md. 2/01-6/01  
ADVERTISING ACCOUNT EXECUTIVE

Service new and existing advertising accounts. Solicit new business on a daily basis in Anne Arundel county and surrounding areas. Collect delinquent payments on accounts as needed. Adjust accounts with credits when required. Worked with special task force to increase readership in Annapolis Area.

CAPITAL GAZETTE NEWSPAPERS, Annapolis, Md. 8/98-Dec 00  
CUSTOMER SERVICE MANAGER

Recruit, select, train and supervise staff of 37 employees in various customer service activities (includes phone coverage, customer account reconciliation, office pay conversion, sales and customer retention).  
Establish and supervise Retention Dept in sales to telephone prospective customers. (Dept. averaged 20% more sales than existing telemarketing dept.)  
Manage technical services dept to ensure criteria is being met.  
Also responsible for overseeing budget to cover customer service staff at sister companies. (Responsible for saving an overall 10% on last 2 years budget).  
Responsible for assigning area coverage for 50,000 net paid circulation.

CAPITAL GAZETTE NEWSPAPERS, Annapolis, Md. 8/92-8/98  
SENIOR DISTRICT SALES MANAGER

Manage all operations pertinent to a geographical district which includes more than 4,600 accounts for daily publication.  
Conduct the recruitment, selection, training and supervision of more than 60 sales professionals and new hires on an ongoing basis.  
Interface continuously with salespersons to ensure expedient customer relations, conflict resolution and implementation of community initiatives.  
Manage individual account reconciliation including salaries, premiums and sales programs. Surpassed target incentives by achieving more than 131% of standards, receiving top awards.  
Recognized new business development opportunities and devised proposals to increase revenues.

SECOND NATIONAL FEDERAL SAVINGS BANK, Annapolis, Md. 1/84-12/88  
ASSISTANT VICE-PRESIDENT/BRANCH MANAGER

Directly supervised 10 employees and their subsequent performance.  
Implemented proper and timely safeguards to mitigate bank risk.  
Reviewed credit worthiness of consumers relative to mortgages, autos, and other consumer loans.  
Marketed and cross-sold banks products and services to a wide range of clientele.  
Managed and audited cash and related monetary inventories.

## EDUCATION

Institute of Financial Education- Financial courses including- Financial Statement Analysis, Retirement Accounts, Consumer Lending, Effective Business Writing Leadership Skills