

Kimberly A. Hartman

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Employment:

Columbia Pregnancy Center

November 2010 to Present

Executive Director responsible for the operation of the center, supervising two staff members and 20 volunteers, and ensuring the quality of the services provided to our clients. Plan and implement goals in administration, development and community relations. Converted center to a medical clinic in 2013 offering sonograms and medical referrals, prenatal vitamins and options counseling.

Cintas Document Management

December 2004 to 2010

Office Manager/Assistant Office Manager/AR Manager for a \$12 million firm servicing over 6,000 clients

Responsible for all aspects of; billing, accounts receivables, accounts payable, collecting bad debt including negotiating settlement terms while exceeding a goal of less than 6%

Responsible for handling escalated sensitive Customer Service issues

GSA Schedule Administrator, primary interface between the Federal Government and Cintas Corporation. Responsible for contract modification review and approval

Howard County Office on Aging

January 2002 to December 2004

Food Service Manager

Instrumental in startup of the lunch program at the Ellicott City Senior Center

Ordered, supervised and served over 15,000 lunches per year

Planned monthly menu for participants

Worked with caterer to solve issues, assure quality control

Supervised daily volunteer staff and kitchen staff

Frequently consulted by the Senior Counsel and called upon to participate in their monthly meeting.

Serv-Safe Food Manager certified

Acting Senior Center Director during the director's absence

Education: Bachelor of Science, Business Administration and Marketing
Towson University, August 1978 to December 1980

Volunteer Experience:

Meals on Wheels
Howard County Office on Aging
Nursing Home Visitation
Transition team for Office on Aging – Allan Kittleman team
ACTS ministry – St Louis Parish