




# TEREANCE R. MOORE


PROJECT MANAGEMENT & HUMAN RESOURCE MANAGEMENT


## CAREER OBJECTIVE

To obtain a leadership position where I can contribute to an organization and community's mission to enable progress guided by a common purpose, responsible finance, leadership, and ingenuity. My leadership improves the client experience through innovative, competitive product design and first-class service interactions. I can use my Project and People Management skills to drive results.

## CONTACT

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## SUMMARY OF QUALIFICATIONS

Organized, decisive, goal-oriented, result-focused, and professional; offering 20 years of experience in the financial industry with ten years focused on project management and client advocacy. Ability to manage organizational resources effectively, through adhere of budgetary funds, cultivating and nurturing of client relationships, use inclusive mediation to resolve conflict. An analytical problem-solver with experience and training in root cause analysis principles, techniques, and methodologies. A charismatic transformative leader who embraces innovation, value data, emotional intelligence and recognizes people as the most valuable resource to achieving an organization vision.

## PROFESSIONAL EXPERIENCE

### Program Manager New Product Development

JLG Industries, Inc.

2021 – Present

- Responsible for managing medium to large-size new product development projects for the construction equipment industry, from concept through commercialization internationally.
- Manage, control, monitor, and maintain cost, schedule, and performance requirements and objectives following the Global Product Development (GPD) policies and processes.
- Led all facets of the projects to launch new product on time and on-cost
- Coordinate and manage the resources, GPD, Manufacturing, Global Supply Chain, Test & Development, Quality, IT, Training and others to accomplish program objectives
- Track, analyze, and review reports to ensure that costs, schedule, and performance of programs are under control and properly managed
- Consult with suppliers, customers, and members of Engineering, Purchasing, Manufacturing, Assembly, Service, Testing, Quality Control, and Marketing departments
- Make presentations to various Government and corporate audiences as required

### Executive Director / President Community Mediation Maryland Center

Mediation First, Inc.

2019 – Present

- Develop and implement strategic plans which meet business goals and objectives created in partnership with the Board of Directors.
- Develop revenue streams through donor cultivation, grant writing, and fundraising campaigns.
- Recruit and develop volunteer Mediators and staff to manage critical business functions.
- Ensure compliance with all applicable laws and regulations across the organization.
- Maintain processes and procedures that ensure high-quality confidentiality services and train personal and community engagement through outreach.
- Create a culture of transparency and communication throughout the organization
- Cultivate relationships with community stakeholders and government agencies.
- Proactively address social challenges in the internal and external environment to protect

## EDUCATION & CREDENTIALS

**B.S. in Organizational Leadership**  
University of Charleston, WV  
2008 - 2013

**Licensed Maryland State Insurance  
Producer** Life, Health, Property, & Casual  
Exp: 10/2022

**Notary Public, Maryland**  
Exp: 04/2023

**Project Management Professional  
Certification**  
Exp: 10/2025

**Society of Human Resource  
Management Certified Professional**  
Exp: 10/2023

**REALTOR®, Real Estate Sales Agent**  
Maryland & Pennsylvania  
Exp: 09/2022

## PERSONAL SKILLS

- Communitive
- Innovative
- Detailed
- Determined
- Result-oriented
- Team Player
- Strategic
- Goal Oriented
- Motivator
- Accountable
- Adaptable
- Problem solver

**PROJECT MANAGEMENT  
& HUMAN RESOURCE  
MANAGEMENT**

**COMMUNITY RELATIONS**

**Western Maryland CDC**

**Founder / Co-Chair**

- Preservation and Revitalization of historic communities.

**SCORE**

**Mentor, Mid-Maryland Chapter**

Frederick, MD

- Certified Mentor for entrepreneurs
- SCORE National Black Volunteer & DEI Committee.
- Mentor Recruiter Mid Maryland Chapter.

**Maryland Symphony Orchestra**

**Board of Directors**

Hagerstown, MD

- Finance and Governance Committees

**United Way of Washington County**

**Board of Directors**

Hagerstown, MD

- Revenue and Branding Committee.
- Contracted to integrate new technology strategies.

**Leadership Washington County**

**Board of Directors**

Hagerstown, MD

- Program and Exec Committee
- Class 32 Graduate (2019).

**Greater Hagerstown Committee**

**Member**

Hagerstown, MD

- 2<sup>nd</sup> Chair Executive Board Member.
- Chair Organizational Leadership Forum.

**Washington County Museum of Fine Arts**

**Advisory Council**

Hagerstown, MD

- Development and Membership Committee

**Heart of the Civil War Heritage Area**

**Board of Directors**

Hagerstown, MD

- Serve on the grant review committee
- Consult on HR needs, including the rewrite of the employee handbook.

**Maryland Commission on Civil Rights**

**Western Maryland Advisory Committee**

Hagerstown, MD

- Serve Civic Engagement Committee

**Hospice of Washington County**

**Board of Directors**

Hagerstown, MD

- Human Resource Committee

**PROFESSIONAL EXPERIENCE (CONTINUED)**

**Owner - Small Business Consultant**

Tereance Moore Consulting, LLC.

**2017 – Present**

- Build robust functional organizations through human resource functions, effective marketing, and operating agile and lean.
- Analyze and ensure accounting systems provide accurate success metrics.
- Assist and train P&L and budget management.
- Develop quality processes with controls to ensure state and local law compliance.
- Recommend policy and procedural changes to increase efficiency, reduce waste and increase profit margins
- Manage human resources to recruit, retain, develop high-performing talent, and implement a succession or exit strategy when applicable.
- Connect owners with vendors and other business owners for networking and marketing opportunities to reduce costs through collaboration and shared resources.
- Invest or assist owners with acquiring capital for startup or growth.

**Sr. Project Manager - VP**

**Digital Servicing Transformation and Enablement**

Citigroup - Hagerstown, MD

**2013 – 2019**

- Manage and develop a virtual team of North American Cards' Sr. Project Analysis globally to establish and implement best practices to maintain project management planning and execution standards.
- Drive and implement Operational Strategic Business initiatives.
- Prioritize resource capacity to deliver on client needs.
- Prioritize system enhancements against technical resource budget and capacity.
- Drive significant technology projects to enhance or remediate customer service platforms.
- Identify opportunities and make recommendations to executive management to reduce expense through improved technology builds process changes, offshoring, vendor procurement, or internal line balancing.
- Lead/manage cross-site teams in an operational readiness role.
- Provide support on critical issue escalation to meet project budget, milestones, and quality.

**Sr. Project Analysis - AVP**

**Customer Service Program Management**

Citigroup - Hagerstown, MD

**2010 - 2013**

- Liaison for Customer Service for Marketing initiatives and managed vendor relationships for IVR enhancements.
- Develop relationships with internal and external stakeholders across functions and organizations to achieve common goals.
- Manage Co-Brand partner portfolios, including American Airlines, Hilton, and AT&T.
- Work independently to drive defined project management and testing methodologies on large, complex system projects for all operational needs.
- Drive business requirements and general project management directions.
- Develop and execute project plans through the project lifecycle.
- Orchestrate operational readiness needs: Process Changes, Capacity, Training, and Communications.
- Meet regularly with sponsors and key stakeholders to keep them informed of project progress and discuss system modifications.

**Unit Manager**

**NA Cards Operations (Credit, Fraud, Test Center, Customer Service)**

Citigroup – Melville, NY / Hagerstown, MD

**2000 - 2010**

- Managed, trained, and developed Operation and Risk Analysis teams to ensure production efficiency, compliance, and quality standards were met and evaluated.
- Managed Commercial and Consumer Card Program Portfolio.
- Analyzed sales performance data to improve the individual, team, and departmental ability to increase revenue.
- Served as the liaison between Marketing and Direct sales personnel when launching new products and evaluating product adoption barriers.
- Tested systems and campaign product scripting for productivity and quality.