

Daniel R. Czynny

EDUCATION

Master of Business Administration, Canisius College, Buffalo, NY

Bachelors of Science in Finance, Canisius College, Buffalo, NY

EMPLOYMENT HISTORY

04/13-10/13 LMM Management, LLC ~ Oxford Law, LLC

Chief Operations Officer

Responsible for managing a large collection law firm and debt buyer specializing in consumer collections. Majority of our placements were from other Debt Buyers. Duties include:

- Managed a staff of four (4) executive managers (Compliance, Collections, Operations and Human Resources), eight (8) managers, ten (10) supervisors and eighty-five (85) collection associates
- Compliance: Including CFPB Complaint Response Setup and Licensing.
- The Call Center Floor: Including Client Liquidation Models, Recovery & Goal Setting.
- Operations: Including Vendor Management, Budgeting and Forecasting.
- Sales & Marketing: Including Sales Calls and responding to Proposals.
- Client Relations: Including Client Liquidation Models & Day-To-Day Queries.
- Special Projects included: Launching of a Small Balance Dialer Division, New VOIP Telephony Review & Purchase, Audit, Review and Re-Write of all Company S.O.P.'s.

3/05 – 04/13 Niagara Credit Solutions, Inc., Williamsville, NY

Executive Vice President with 12% Equity Position

Responsible for Writing a Business Plan and Launching a National Consumer Collection Agency. Verticals include: Financial, Debt Buyers, Student Loans and Health Care. Clients ranged from Fortune-500 companies to small investors and included: BMW Bank N.A., JP Morgan Chase, Commerce Bank & Nissan Motor Acceptance. Operations & Senior Management Duties include:

- Company Startup and Growth from 2 to 58 employees. Managed two (2) Vice Presidents, seven (7) supervisors, six (6) operations employees and forty-three (43) call center employees.
- Grew revenue from \$0 to \$4 Million a year.
- Operations: Budgeting and Forecasting, Writing All Company Standard Operating Procedures.
- Collections: Client Goal Setting, Development of In-House Scoring and Account Exclusion systems.
- Compliance: Licensing Management & Call Center Employee Compliance
- Sales, Marketing and Client Relations
 - Landing, Fostering & Managing Client Relationships with “C” level executives.
 - Developing Company Marketing Materials and Responding to Request for Proposals.
 - Attended Industry Conferences.

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05/97 –07/04 Creditors Interchange, Buffalo, NY
Final Position, Vice President of Sales & Marketing

Responsible for growing sales from \$142 Million a year to \$3.625 Billion per year, while increasing revenue from \$2.5 Million a year to \$42.1 Million a year as company grew from 13 employees to one of the top-10 largest collection firms in the U.S. with over 1,300 total employees.;

Sales & Marketing Duties include all Sales and Marketing Affairs of the Corporation Including:

- Developed Prospect List
- Developed Marketing Materials
- Successful sales cycle to 8 of the top 10 largest credit card issuers in the U.S.
- Responded to Requests for Proposals
- Maintained Client Relationships after Sales Cycle
- Attending All Industry Conferences
- Trained and Managed a Staff of Three

COMPUTER SKILLS

Type 60+ words per minute
Microsoft Family - Word, Excel, Power Point, Publisher, Visio, Outlook, Access
Columbia Ultimate
ACT

ORGANIZATIONS & CERTIFICATIONS

Certified Collector, ACA
Collection Manager's License

- Nevada
- Michigan
- Colorado