

# Chandra Munez, CCD

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## Chief Financial Officer | Chief Operations Officer | VP, Finance and Administration

*Dedicated Nonprofit Financial and Operations Leader with extensive experience directing Finance, Operations, HR, IT and Member Services to advance international association*

- Introduced and leveraged technology to modernize budget process and boost staff productivity and efficiency.
- Garnered thousands in savings by negotiating favorable terms for contracts and vendor services for association.
- Created and established first comprehensive HR and employment policies and performance management system.
- Partnered with CEO to establish Canadian office; Appointed treasurer for association's board of governors.
- Accomplished civic leader and Certified Credit Union Director: Elected board treasurer for \$3.6B financial institution.

## Areas of Expertise/Signature Strengths

Accounting and Financial Management | Audit Management Oversight | Human Resources | Budgeting | Strategic Planning  
IT Management | Financial Reporting | Operations | Contract Negotiations | Project Management | Employee Benefits

*"Chandra is the consummate team player who understands the organization and its goals. She knows how to work with her colleagues to bring them on board with the mission and deliver the expected results. The quality, depth and timeliness of financial reports Chandra prepared were always right on the money...Chandra's combination of a refined IT skill set, financial competency, ability to learn quickly, demeanor and dependability are something every employer should value." – Mike Berman, President*

## Professional Experience

### SECURITY PROFESSIONALS | 1990–2019

\$4.3M, 501(c)(6) professional association for security professionals with offices in the US and Canada. 4,700 individual members in 50 chapters | 516 corporate members.

**Chief Financial Officer / Board Treasurer** | Directed association finances and operations, including accounting, finance, human resources, information technology, payroll and office administration as well as banking and investments management. During tenure, promoted to increasingly responsible positions: Chief Technology Officer, 2007-2016; Director of Administration and Information Systems, 1996-2007; and Assistant Director of Finance and Administration, 1990-1995.

Served as staff liaison to the Finance and Audit Committees and as Board Treasurer and VP of Finance for Security Professionals Foundation (2017-2019). Managed the 401(k) plan, employee benefits, health and corporate insurance, and taxes. Directed Member Services department, overseeing annual dues, chapter dues billings, and convention registration. Directed staff of up to 10, managed up to 40 volunteers, and \$4M budget. Selected achievements:

**Financial Management:** Overhauled processes, instituted cost control, leveraged vendor relationships to optimize cash flow.

- **Instituted online budget monitoring system** to enable staff and management to catch and mitigate cash shortfalls early, make real-time adjustments, and reduce time for manual entries.
- **Established cost controls by assuming responsibility for purchasing** for entire association; Negotiated more than **\$150K reduction in service costs** by overhauling contracts to ensure best deal for association, negotiating nonprofit discounts, and building strong relationships with vendors to realize significant savings. Selected examples:
  - **50% rate reduction** for internet/phone service; **\$80K savings** in software services for five-year term contract; **75% reduction** in annual copier maintenance fees; and **70% reduction** for conference hotel internet services; and **\$50K savings** in credit card processing fees over 5 years.
- **Reduced overall tax liability** by educating staff on state and out-of-state tax payment and UBIT requirements and establishing systems to monitor purchases and invoices to catch errors. **Recovered \$5K in tax overpayment** on magazine subscriptions by auditing association tax records against tax laws.
- **Cut conference registration costs by \$50K** by bringing outsourced onsite registration process in-house, integrating badge printing and ecommerce processes into company network capabilities to incorporate real-time reporting and streamline lead generation.

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### SECURITY PROFESSIONALS, CONTINUED

**Operations Management:** Tapped by CEO to direct IT, HR, facilities, office administration, and member services.

- **Directed and established IT infrastructure.** Created first company website, email system, and online budget process. Set up ERM to centralize databases, websites, integrate ecommerce, and learning management system. Utilized web analytics to monitor web traffic and set up internal dashboards to monitor event activity.
- **Directed 5 corporate moves and partnered with CEO to establish Canadian office.** Served as liaison to AMC and established wire transfer policy, which reduced dues and cash collection time by 67%.
- **Instituted comprehensive HR and employment policies.** Established the employee onboarding process and worked with the management operations team to create performance management and annual appraisal process.
- **Oversaw annual dues billing and chapter dues billings.** Leveraged personal relationship at the end of the dues collection process to personally call and collect an estimated **\$35K annually in dues.**

**Early career** includes serving as **Controller** for ATS Business Systems, **Manager of Property Management Accounting** for Green Bank and **Accounting Manager** for Title Service. Highlights:

- **ATS BUSINESS SYSTEMS:** Set up and managed accounting system and automated accounting procedures. Instrumental in **eliminating over \$6K in IRS penalties and interest.**
- **GREEN BANK:** Set up their first regional offices network, including MLS service. Oversaw accounting department to handle over **\$1.2B in transactions.** Received employee "We give a hoot" award for accomplishments.

## Professional Affiliations

AMERICAN SOCIETY OF ASSOCIATION EXECUTIVES | NATIONAL ASSOCIATION OF CORPORATE DIRECTORS  
CREDIT UNION EXECUTIVES' SOCIETY | AMERICAN ASSOCIATION OF NOTARIES

## Education

**Technology and Business Administration** | ABC UNIVERSITY

**Accounting, Information Technology, and Business Administration** | PENN COMMUNITY COLLEGE

**Certified Credit Union Director (CCD)** | CDE UNIVERSITY | CREDIT UNION EXECUTIVES SOCIETY

- Completed 30+ credit hours in governance and leadership, including risk management, influencing change, negotiation, succession planning, and duties and liabilities.

## Community and Nonprofit Board Service

FEDERAL CREDIT UNION | 2005–Present | \$3.6B financial institution. 240K+ members, 490 staff

**Treasurer, Board of Directors (present) | Past Chair: Financial Management, Technology, and Marketing Committees.**

COUNTY OFFICE OF ELECTIONS | 2004–Present | Conducts local and national elections. Current

**Chief Election Officer, One Precinct**, recognized as one of the county's best managed precincts, which are volunteer run.

BUSINESS OWNERS' ASSOCIATION | 1998–Present | **Member, Community Involvement Committee**, which raises funds through activities and events, including the annual Triathlon, to support local charities and scholarships.