

# Application Form

## Notice of Public Record

Please be advised that all information contained in this application is part of the City of Reno's public record and is available for public review. These positions are limited, in most cases, to residents of the City of Reno. The City Council makes a conscientious effort to appoint persons who represent all of the various communities within the City of Reno. Please be advised that certain boards and commissions require filing of financial statements with the Secretary of State or have special requirements. Contact the City Clerk's office at 334-2030 with any questions.

## Profile

<u>Kendall</u>		<u>Nolan</u>
First Name	Middle Initial	Last Name

kendall.nolan@elementalld.com  
 Email Address

<u>10755 CLEAR VISTA DR</u>	
Home Address	Suite or Apt

<u>RENO</u>	<u>NV</u>	<u>89521</u>
City	State	Postal Code

### What ward do you live in? \*

Ward 2

<u>Home: (925) 787-8445</u>	<u>Home:</u>
Primary Phone	Alternate Phone

### How long have you been a resident of the City of Reno?

3 years

### Are you over 18 years of age?

Yes  No

### Are you currently registered to vote in the City of Reno? \*

Yes

<u>Elemental LED</u>	<u>Associate Director, Accounts Receivable</u>
Employer	Job Title

## Which Boards would you like to apply for?

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Recreation and Parks Commission: Submitted  
Redevelopment Agency Advisory Board: Submitted  
Reno Arts & Culture Commission: Submitted  
Reno City Planning Commission: Submitted  
Special Events Sponsorship Committee: Submitted  
Urban Forestry Commission: Submitted  
Ward 2 Neighborhood Advisory Board: Submitted

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## Have you ever been convicted of a felony or misdemeanor other than minor traffic violations?

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Yes  No

If yes, please list conviction dates and nature:

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## Interests & Experiences

Education or training relevant to the board or commission to which you are applying:

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I have thirty years of accounting and customer service experience, most of that in management roles. I currently volunteer for PBS Reno and the Nevada Humane Society and would like to help my community more, if possible.

Explain briefly why you would like to be appointed to this board or commission.

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I have always loved Reno and had been visiting for over twenty years when my company (Elemental LED) announced that we would be moving here in early 2016. I was overjoyed and am delighted to be a resident of such an amazing community and wish to contribute at a higher level.

[Kendall Nolan Resume 2020.doc.docx](#)

Upload a Resume

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## Demographics

This section is optional and your responses will not be utilized for appointment. The following information helps track our recruitment and diversity efforts.

### Ethnicity

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Caucasian/Non-Hispanic

### Gender

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Female

08/23/1968

Date of Birth

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**Open Meeting Law Waiver**

**WAIVER OF NOTICE REQUIRED UNDER NRS 241.033(1) TO ALLOW CITY COUNCIL TO CONSIDER CHARACTER, MISCONDUCT, OR COMPETENCE OF PERSON TO BE APPOINTED TO A BOARD, COMMISSION, OR OTHER PUBLIC BODY FOR THE CITY OF RENO**

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The City Council for the City of Reno will be considering on a future posted agenda your appointment to a board, commission or other public body for the City of Reno. Pursuant to NRS 241.033(1), in order to consider the professional competence of an applicant, notice need be provided to that person of the time and place of the meeting in compliance with such statutory provisions. By agreeing below, it is confirmed that I have been provided notice of the meeting at which my appointment will be considered by City Council. Further, I knowingly and voluntarily am waiving my rights to all written notice requirements under NRS 241.033(1) pertaining to my qualifications, competence, and character to hold this appointment and consent to the evaluation of my character and competence by the Reno City Council in a public meeting. Further, the I acknowledge that I may at any time withdraw both this waiver and related application for appointment.

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I Agree

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**Acknowledgement**

**Please Agree with the Following Statement**

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I certify that, to the best of my knowledge, the information I provided in the application is true. If the information provided is false or incomplete, it shall be sufficient cause for disqualification or removal. If appointed, I agree to attend a board or commission orientation session, if applicable, within six months of my appointment. I understand that failure to comply with this requirement will results in automatic removal from the board or commission.

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I Agree

**KENDALL M. NOLAN**

10755 Clear Vista Drive

Reno, NV 89521

(925) 787-8445 or [kendallnolan68@gmail.com](mailto:kendallnolan68@gmail.com)

**Associate Director, Accounts Receivable, Elemental LED, Reno, NV (3/16-Present)**

Manage client list of 4,000 domestic and international B2B and B2C customers

Created procedure to open and maintain customer records over five separate software platforms

Reduced overtime expenses to zero

Reduced delinquency from over 35% to 10%

Reduced bad debt write off to less than .10%

Hiring, training and coaching of accounts receivable staff in two states

Developed payment posting procedures to increase accuracy and speed

Implemented lockbox, EFT and direct debit payments

Moved customers from credit card to EFT payments to reduce expenses

Worked with delinquent customers to pay off debt while shipping new orders

Wrote and implemented credit, accounts receivable and collection policies

Developed key performance indicators and accounts receivable reporting for executive staff

Research and resolve customer issues and payment discrepancies

Member of cross-functional teams that work to resolve issues in various departments

Research and analysis of credit applications for terms and limits

Partner with the executive staff and their teams to facilitate company growth

Helped launch EDI billings and two new divisions

Key member of a team that is researching and will implement an ERP system

Audits and month end closings

**Credit Manager, MacPherson's, Emeryville, CA (1/01-3/16)**

Generate statements, invoices and credit memos via paper, email and EDI

Merged accounting systems and departments after acquisition of competitor

Manage client list of 4,000+ domestic and international B2B and B2C customers

Review and approve incoming orders up to \$1M

Consistently maintain delinquency below 10% and bad debt below 1%

Hiring and management of accounts receivable and administrative staff in two states

Forecasting accounts receivable to fund corporate line of credit

Research and resolve customer issues and payment discrepancies

High volume cash posting via credit card, EFT, direct debit and check

Negotiations with delinquent accounts including payment plans and promissory notes

Wrote and implemented credit, collections and operations policies

Developed key performance indicators for department

Key participant in tax, bank and yearly financial audits

Monitor customer accounts for changes in financial status

Developed collection agency relationships and procedures

Manage customer bankruptcy filings

Collaboration with sales representatives and their managers

Research and analysis of credit applications for terms and limits

Team leader for purchase and implementation of ERP software

Corporate trainer for new office, sales and management staff

**Credit Manager, Diamond Micro Solutions, San Leandro, CA (3/99-1/01)**

Managed and trained accounting, customer service and operations staff  
Developed and implemented inventory audit  
Managed customer and inventory databases  
Billing and collections for over 1,000 commercial accounts  
Cash posting  
Reduced DSO from 75 days to less than 45 days  
Developed departmental budgets  
Wrote credit policy and training guides for sales and customer service  
Member of team that visited customers to facilitate sales growth and finalize contracts  
Reviewed and approved incoming orders, amounts as high as \$500K  
Analyze accounts for collection agency proceedings and legal action  
Reduced bad debt to less than 1%  
Developed warranty and leasing programs  
Research and analysis of credit applications for terms and limits

**Senior Collections Specialist, Imagine Media, Brisbane, CA (11/97-3/99)**

Managed accounts receivable and billing for twenty magazines and web sites  
Created and implemented credit and collections procedures  
Cash posting  
Researched and resolved customer, advertising agency and sales issues  
Trained new accounting staff  
Analysis of contracts for accurate invoicing  
Reduced DSO from 75 days to less than 45 days  
Developed billing procedures for website advertisers  
Developed forecasting and collections reporting for senior management  
Work with programmers to customize accounting and reporting software  
Research and analysis of new account credit applications for terms and limits

**Credit Manager, E. Besler & Co, Elk Grove Village, IL (11/90 – 7/97)**

Promoted from accounts receivable clerk  
Managed and trained billing and accounts receivable staff  
Developed training guide for accurate billing of harmonized tariff codes  
Published weekly collection reports for senior managers  
Reduced bad debt to zero  
Research and analysis of new account credit applications for terms and limits  
Maintained DSO standard of thirty days  
Funding and reconciliation of corporate accounts including USD, Deutschmarks and French Francs  
Month and year end closings  
Back up for accounts payable; domestic and foreign vendors

Critical Thinking & Problem Solving, Rochester Institute of Technology, 2018  
Security Awareness Certification, KnowBe4, 2017  
Oz Principle Accountability Training Certification, Partners in Leadership 2014  
Communications / Journalism, Wilbur Wright College, Chicago, IL 1986 – 1988