

C. ANN SOOKSWAT

ann.sookswat@gmail.com • 303.520.0761

PROFESSIONAL EXPERIENCE

Colorado I Have A Dream® Foundation, Denver, CO August 2013 - Present
Director of Advancement / Vice President, Development

- Lead effort to raise over \$1.3M annually through a combination of Foundations Grants, Individual Donations, Corporate Donations, Estate Planned Giving, and Special Events

Citigroup, Inc., Denver, CO April 2011-January 2013
(Internal) Relationship Manager / Vice President, Global Resource and Location Strategy

- Led the strategic movement of 37% of eligible North America FTE by line of business and operational functions to various vendors and multiple offshore locations including: Costa Rica, Guatemala, Philippines, and India. Exceeded offshore percentage target, resulting in a \$13M save (annual)
- Led the implementation of Citi's virtual footprint through the Home Office Program for all North America operational lines of businesses, resulting in a \$12M save (annual)
- Served as the single contact point for key senior managers for six consumer lines of business. Analyzed and formulated strategies, projected saves and made recommendations to the same stakeholders to reduce risk and maximize financial saves through right shoring
- Led domestic Home Agent Solution for a Citi Line of Business by serving as consultant, driving the selection process, negotiating and reducing start-up expense and rate, and contract drafting

Citigroup, Inc., Denver, CO July 2008-April 2011
Vendor Manager / Vice President, Global Resource and Location Strategy

- Led the negotiation and drafting of Statements of Work Contracts for over 2,000 offshore employees and six Business Process Outsourcing (BPO) vendors
- Led NA O&T Third Party Chat Agent RFP process from cradle to grave; created internal governance model and established steering committee and work product committee
- Led effort to leverage best practices for a streamlined contract template through working with various Citi teams, including legal, compliance, training, HR, and Lines of Businesses across multiple Citi legal entities
- Responsible for managing outsource/offshore vendors with a combined spend of over \$70M annually
- Led the re-negotiation and drafting of all existing contracts with a top 5 BPO vendor, which resulted in standardized tiered pricing across work processes, and 4% and 7% reductions in overall cost in India and the Philippines, respectively (\$4.3M annual save)
- Negotiated un-forecasted incremental \$600K (annual) save through creative payment terms

Citigroup, Inc., Las Vegas, NV and Centennial, CO

July 2005 - January 2008

Management Associate, Citi North America Operations & Technology Management Associate Development Program

- Coached and developed team of seasoned Exception Payments Clerks, processing 200,000 special payments per month
- Created, managed, and led site level roll-out of Unidentified Payments process, increasing revenues by \$7.5M in 2006 and projected \$30M in 2007

Crowell & Moring, LLP, Washington, D.C.

February 2005-April 2005

Contract Attorney

- Meticulously reviewed sophisticated contracts and internal company correspondence to determine if the document was responsive to the Department of Justice's request for production pertaining to SBC Communication's acquisition of AT&T
- Assessed documents to determine acquisition compliance with FCC

Methner & Associates, P.C., Denver, CO

January 2004-February 2005

Of Counsel

- Developed accounting system for the law firm
- Drafted residential lease for client's use in 32-home rental business for properties ranging in value from \$125K to \$500K
- Researched and drafted opinion letters on various legal issues related to sale of six mining properties, including the effects on the ownership of these properties resulting from dissolution of joint venture, partnership, and corporate entities

Tschetter, Hamrick, & Sulzer, P.C., Denver, CO

October 2002-January 2004

Associate Attorney

- Drafted appellate brief that supported successful denial of appeal in complex claim of title asserted by tenant in commercial property unlawful detainer action
- Researched and drafted response relied on by court to deny motion to dismiss in action to recover \$50K based on real estate brokerage contract covering commercial property
- Drafted complaint to prosecute claim for more than \$200K in complex action involving breach of contract and tortious interference with contractual obligation issues

EDUCATION and PROFESSIONAL DEVELOPMENT

- *Master of Business Administration*, Daniels College of Business, University of Denver, Denver, CO, June 2004
- *Juris Doctor*, Sturm College of Law, University of Denver, Denver, CO, May 2002
- *Bachelor of Science in Business Administration*, University of Denver, Denver, CO, June 1999

PROFESSIONAL & CIVIC AFFILIATIONS and HONORS & ACTIVITIES

- Admitted to Colorado Bar, 2002
- Admitted to United States District Court, District of Colorado, 2002