



3/12/07

(6)

TOWN OF ACTON
472 Main Street
Acton, Massachusetts, 01720

VOLUNTEER COORDINATING COMMITTEE

On February 12, 2007 we voted to recommend Roland A. Bardon III as a Regular member of the Planning Board if there is an opening or an Associate member. IF a Regular member it would be a 5 year term ending 2011 on June 30th. IF an Associate it would be a 1 year term ending June 30, 2007.

Roland is a career minded and a detail oriented team player. He has prior business analysis, customer service and sales experience. He is self-motivated with a strong focus towards achieving objectives. Roland went to Harvard University Extension School with coursework in Marketing Management and Human Resources 1994 and Curry College in Milton, MA with a BA in Business Management with a concentration in Marketing 1989. He lived in Hingham for 39 years where he was on the Finance Committee, Planning Board, Economic Development Committee, Transportation Advisory Committee, Joint Technology Committee, Board of Assessors, Board of Appeals and Conservation Committee. (See his Resume)

Roland A. Bardon III is an appropriate member for the Planning Board. We were impressed as we talked with him.

Nancy A. Whitcomb, Chairman, Volunteer Coordinating
Committee
Feb. 16, 2007

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Volunteer Coordinating Committee

Volunteer Application

Town of Acton
472 Main Street
Acton, MA 01720

Telephone (978) 264-9612
Fax (978) 264-9630
E-mail vcc@acton-ma.gov

Residents interested in serving on a Town Board, Committee or Commission are requested to complete this form and forward it to the Office of the Town Manager at Town Hall.

(Please print or type)

Title <u>Mr.</u> Mrs. Ms. Dr.	E-mail Address <u>rbaridon3@hotmail.com</u>	Date <u>January 26, 2007</u>
Last Name <u>Baridon III</u>	First Name <u>Roland</u>	Middle Initial <u>A.</u>
Street Address <u>21 Simon W. Harv RD</u>	Home Phone <u>978-263-1984</u>	Business Phone <u>617-392-0819</u>

Please refer to the other side of this sheet and indicate below, in order of preference, the Board, Committee or Commission that is of interest to you: Finance Committee, Planning Board, Economic Development Committee, Transportation Advisory Committee, Joint Technology Committee, *

Have you previously been a member of a Board, Committee or Commission (either in Acton or elsewhere)? If so, please list the Board name and your approximate dates of service: Yes
Hingham, MA - 4th of July PARADE Committee ± 1994-2000

Do you have any time restrictions? Yes - Daytime**

Are you a U.S. Citizen? How long have you lived in Acton? 1 1/2 yrs. In Massachusetts? 40 yrs

Present occupation and employer (Optional: Attach résumé) Resume Included

Do you or your employer have any current or potential business relationship with the Town of Acton that could create a conflict of interest? No

Education or special training: Bachelor of Arts in Business with A Concentration in Marketing - Curry College 1989

Please list below any additional information or comments that may help in the matching of your interests with the most appropriate Board/Committee, such as civic experience, special interest/hobbies, etc.:

* Hanson Field Advisory, (Board) of Assessors + Appeals, Conservation Commission, Case Advisory Committee.
** I work during the day - I am available evenings.

Town of Acton Volunteer Boards, Committees and Commissions

- | | |
|-----------------------------------|--|
| Acton Community Housing | Historic District Commission |
| Acton-Boxborough Cultural Council | Historical Commission |
| Aging, Council on | Joint Technology Advisory Committee |
| Appeals, Board of | Metropolitan Advisory Planning Council |
| Assessors, Board of | Minuteman Home Care |
| Cable Advisory Committee | Minuteman Vocational School Representative |
| Cemetery Commission | Personnel Board |
| Commission on Disabilities | Planning Board |
| Community Preservation Committee | Public Ceremonies Committee |
| Conservation Commission | Recreation Commission |
| Fair Housing Committee | South Acton Revitalization Committee |
| Finance Committee | Town Report Committee |
| Hanscom Field Advisory | Transportation Advisory Committee |
| Health, Board of | Volunteer Coordinating Committee |

Thank you. If you have questions or would like more information, please contact a member of the Volunteer Coordinating Committee. Current membership may be obtained through the Town Manager's office at Town Hall, (978) 264-9612.

The space below is for use by the Volunteer Coordinating Committee and the appointing body to record the status of your application.

VCC Interview	Appointing Body
Applicant Called <u>2/09/07</u>	Selectmen / Manager / Moderator
Schedule Date & Time <u>2/12/07, 7:40 PM</u>	Interview Date _____
Recommendation _____	Appointed Date _____
	Term _____
Board, Committee or Commission	
_____	Member / Alternate / Associate
_____	Member / Alternate / Associate
_____	Member / Alternate / Associate
_____	Member / Alternate / Associate
	Notification of Appointment
Recommendation Sent _____	Received by VCC _____
	Committee Notified _____
<input type="checkbox"/> No openings at this time	Applicant Notified _____

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Roland A. Bourdon III
21 Simon Willard Road
Acton, MA 01720
(978) 263-1984

Email: rbourdon3@hotmail.com

OBJECTIVE To enhance and create value to support services in the area of business operations.

SUMMARY OF QUALIFICATIONS Career-minded and detail oriented team player. Prior business analysis, customer service and sales experience. Self-motivated with a strong focus towards achieving objectives. Offering proven capabilities in the following areas:

Process Improvement
Project Management
Business and Market Analysis
Ability to Grasp Technical Material Easily

WORK EXPERIENCE **Fidelity Investments** **2000 – Present**

Commissions Analyst – National Financial Services, LLC:

Responsible for the Analysis, Building, Testing and Implementation of the Correspondent / Broker Dealer and Registered Investment Advisor Commission Schedules.

- Supported close to 300 Correspondent Broker Dealer and Registered Investment Advisor Clients with their Schedule Requests, Implementation and Commission Dispute Resolution
- Supervised Partner Analyst, monitored workflow and distributed work to the Commissions Group
- Reduced turnaround time from 2 weeks to 2 days by streamlining the commissions process
- Developed a New Hire Orientation for the Client Services and Implementation Groups
- Created the Policies and Procedures Manual for the Commissions Group
- Improved working relationships with Clients Services, Relationship Management and Implementation, by improving the Commissions Forms, Documents and Job Aids
- Interfaced with Senior Level Management to resolve client issues pertaining to the Broker Dealer and FRIAG commission schedules and the Commissions Group
- Worked with High Value clients, including: New York Life Securities, Banc of America, State Street Brokerage and Northern Trust, to ensure accuracy and efficiency with the commissions process
- Presented a Commissions Overview to Clients Services, Implementation and Client Training Groups.
- Recipient of the FBC Finance Award – FRIAG Equity Pricing Change and Four “On The Spot” Awards
- Selected to be part of the Expanded Coverage Competitive Intelligence Team

Seasonal Customer Service Representative - FESCO:

First level customer support for the 401(k) participant.

- Fielded general and specific questions about 401(k) plans
- Provided participants with high-level customer service
- Processed deferral and future elections, loans, withdrawals and mutual fund exchanges
- Received customer recognition within one month of assignment

Business Analyst – Fidelity Capital:

Responsible for the Business Analysis and Development of the Boston Coach Fleet Optimization Systems End-to-End test strategy, that resulted in a 20% increase in fleet productivity and a 10% increase in profits.

- Performed End-to-End business analysis to define the overall testing strategy and scope for the Boston Coach Hexagon Fleet Optimization System
- Created the End-to-End testing document for Hexagon Fleet Optimization System
- Worked under tight deadlines and time constraints
- Individually contributed to the overall success of the Hexagon Fleet Optimization System.

Customer Service Representative - Quotes and Balances:

First level customer support for the retail brokerage and mutual fund areas.

- Assisted current and future customers with account balances, year to date mutual fund performance, as well as basic account and company information
- Obtained position as a Sr. Quotes and Balances Representative in the first five months
- Assisted in training and coaching of new employees on the use of systems with side-by-side call review

Bell Atlantic, Maynard, MA**1999 – 2000**

Account Manager: Responsible for account manager and maintenance in a defined account module consisting of over 600 accounts.

- Retained customer base through the use of discounted calling plans, quarterly calls and superior customer service
- Acted as a customer liaison with various departments
- Consistently ranked second in my training class for New York Account Managers

Delta Air Lines, Inc., Boston, MA**1993 – 1999**

Customer Reservations Agent: Responsible for selling passenger space on Delta Air Lines and their connection carriers to the premium business traveler and frequent flier members.

- In charge of enrolling customers in the SkyMiles™ frequent flyer program
- Handled customer problems and complaints
- Fielded general and specific questions, while always maintaining the positive Delta image
- Trained current employees on new PC based reservations system
- Assisted in the Boston District Sales Office with marketing analysis
- Member of the Continuous Improvement Team
- Assumed role as Project Manager / Co-author of a new employee handbook for Reservations
- Presented and lead discussions on company policies and procedures at team meetings
- Promoted to SkyMiles Medallion desk

Pitney Bowes, Waltham, MA**1992 – 1993**

Copier Systems Associate: Responsible for the generation of new accounts through cold calling and telemarketing.

- Responsible for maintaining current client base, problem solving and new product introduction
- Presented major product demonstrations to key clients throughout the region
- Negotiated pricing and lease agreements for new systems
- Consistently ranked at the top my training class
- Clients consisted of a wide variety of companies such as Arbella Insurance, Phillip Morris and Aetna

The Boston Herald, Boston, MA**1989 – 1992**

Account Executive: Responsibilities included the generation of new accounts such as Goodyear Tire and Rubber Company and Coldwell Banker.

- Placed ads and obtained credit for new accounts
- Trained and oriented new employees in the use of systems

EDUCATION

Harvard University Extension School, Cambridge, MA
Course work in Marketing Management and Human Resources 1994

Curry College, Milton, MA
B.A. in Business Management with a concentration in Marketing