

S U S A N A . M C C R A I N E



December 6, 2022

To Whom It May Concern:

I would like to be considered for a member of the new task force committee at 10 Elm Street. Currently I am co-treasurer of the Boxford Cultural Council and feel my insight is valuable to coordinate community events and programs as well as a liaison to both committees. As a longtime resident for forty five years, I value the talents of many local Boxford residents and our community.

I have attached my past professional resume for your perusal. The past 6 years I have expanded my horizons to my creative side. I am an artist and owner of McCraine Art, floral designer and past owner of an art gallery. In this time, I have run several art and cultural events, some at Lincoln Hall plus involvement of events at ifarm, LLC. in Boxford, farm to table events, weddings, etc.

More recently I met with the Director of the Council of Aging to volunteer to hang and coordinate local artist work on behalf of Boxford Cultural Council at Elm Center and volunteer receptionist work.

I would appreciate the opportunity to part of this task force group.

Respectfully,

Susan McCraine

S U M M A R Y

Compliance and operations professional with broad-based experience in compliance functions and supervisory programs required by security member firms. Demonstrated ability to collaborate with diverse teams to execute on global business initiatives while providing insight and direction on corporate strategic goals. Record of clean audit results achieved by providing streamlined workflow procedures, training of sales force, and advising senior managers. A dynamic manager with a strong work ethic and advanced problem solving skills.

H I G H L I G H T S

Operations/Administration

- Surveillance/oversight
- Project execution
- Report generation
- Administration Support

Leadership/Business Partnership

- Training and employee development
- Visionary/navigation of complex strategy
- Mentoring salespeople

Relationship Management

- Collaboration with cross-functional groups
- Strong presentation skills
- Consensus builder

E X P E R I E N C E

Baystate Financial Service, Haverhill, MA

2015- 1/2016

OFFICE ADMINISTRATOR

- Responsible for all processing and back office operations for financial planner.
- Processing all new business, initiating and follow up on all account transfers, scheduling and strategic planning on growth of the business.
- Tracking of all money movement and analysis on business model.
- Implementing all marketing and operational manuals and procedures.

MFS INVESTMENT MANAGEMENT, Boston, MA

2006 – 2014

Vice President, Director of Global Field Support

- Managed a team of high performing risk analysts responsible for reviewing travel and business expenses and customer inquiries/feedback to ensure compliance with company policy.
- Analyzed and reviewed sales expense reports, budgets, and correspondence to identify, track, and address potential violations or exceptions to operational and compliance policies and procedures.
- Created global operation policy and procedures manuals for global office build-out.
- Mentored new sales employees in company policies and procedures, as well as in the use of operating systems (e.g, CRM, expense reporting), enabling them to effectively manage their sales activity and expand business relationships.
- Created trending reports for compliance and legal teams in order to identify patterns of misuse and possible violations. Findings were instrumental in providing critical data to senior managers that allowed them to better manage their business territory.
- Designed and summarized reporting matrices to support distribution channels. Identified gaps in training protocol and made recommendations for improvements and updates.
- Trained sales force on critical company updates, business relationship protocol, and policy changes. Efforts resulted in significant decrease in violations and greater adherence to travel and expense budget.

INVESTORS CAPITAL CORPORATION, Lynnfield, MA

1996 – 2006

Executive Vice President, Chief Compliance Officer

Development of all aspects of a broker dealer/ investment advisor firm from the outset to 850 financial advisors.

- Wrote and implemented procedures for operations, licensing, compliance, and branch office inspections.
- Lead on all regulatory organization audits.
- Conducted branch office audits, oversight, and Branch Office Audit manual for over 100 branch offices.
- Development and management of the continuing education program and implementation of the Graduate School program for top advisors and their branches.

EDUCATION

FITCHBURG STATE UNIVERSITY, Fitchburg, MA

CERTIFICATIONS / LICENSES

WHARTON SCHOOL OF BUSINESS, Philadelphia, PA (2006 – Present)

Certified Regulatory and Compliance Professional (CRCP)

- Notary Public, Massachusetts (1995 – 2012)
- FINRA Series 7, 24 and 63 license
- MA Real Estate Agent