

Paul St.Hilaire



Qualifications

I am a seasoned professional with several years of management experience. My management experience includes years in food service, home care services and nonprofit management. My direct supervisory experience includes offices of up to 50 people. I have initiated interesting techniques with which to motivate my staff and have utilized the principles of good salesmanship which have resulted in maximum productivity from my team. I am trained in the "SPIN" selling technique and previously conducted many refresher training seminars. I have been a presenter at national conventions and new broker training seminars.

I possess outstanding computer skills and knowledge of budgets, forecasting, goal setting, interviewing, hiring, Quickbooks accounting and general human resources functions.

Relevant Experience

6/1/2008 – present **George W. Bush Childhood Home** – Executive Manager. Responsible for all aspects of the non-profit operation of the home including: docents and volunteers, financials, tours, maintenance, inventory, accounts receivable and payable, fundraising and marketing. Since taking over, we have grown our visitor counts every year, more than doubled gift shop sales revenue and received recognition as a Top Tourist Attraction 9 out of 10 years by the Midland Reporter Telegram. We have been featured in several publications, books and on-camera interviews. For the first 3 years, I was the only staff member and solely responsible for every aspect of our operation.

10/1/2007-3/31/2008 **Career Path, Inc. (6 month contract)** - Personnel recruiter. My duties included finding new clients and candidates through phone calls, personal visits, referral sources and internet searches. I also maintained established contacts with existing clients, qualified client job orders and facilitated interviews and placement of qualified candidates. I designed, built and initiated the company's first website and established an internet presence through the set-up and maintenance of on-line search engines. Attended local association meetings and the National Association of Personnel Services annual convention.

2/2000 - 8/2007: **South Plains Mortgage** - I was hired as a note buyer, a sales position, purchasing seller financed mortgages from around the country. From 10/2002 to 9/2005 I was the Executive Manager in charge of two separate divisions with a total of 30 employees. During that time I was responsible for helping to grow our broker division. This included working with senior management to affect pricing and marketing strategies and broker retention programs. Growth opportunities allowed us to add a broker program director which allowed me to resume duties as supervisor of our retail division. I then became the top Note Buyer in our organization and led my team to several performance records.

Additional managerial duties included budget planning, goal setting, marketing, cost control, P&L reviews and developing and updating reports for senior management. I was also responsible for basic human resource functions such as interviewing, testing, hiring, disciplinary actions and training. I also presented training seminars for both of our locations as well as national conventions and other seminars.

1989-2000: **Terminix International** - I began as an outside salesperson and within 2 years was offered an opportunity to move up into management. I managed offices in Daytona Beach, FL, Ft. Pierce, FL, Dallas, TX and Midland, TX. Under my leadership several of my offices received prestigious national awards for customer service, sales and profitability. Duties included P&L reviews, budgets, cost control, route planning, sales management,

reporting, customer service, complaints and home repair damage assessments. I was also responsible for most aspects of human resources including hiring, training, and disciplinary actions.

Prior experience: I have over 20 years of food service experience including national and regional restaurant chains, and large food service operations at Dartmouth Hitchcock Hospital and The University of Kansas.

Military Experience

1972-1975: United States Air Force - Administration Specialist. Rank: Staff Sergeant - Honorable Discharge

1975-1979: Air National Guard (Burlington, VT and Topeka, KS)

Education

1971-1972, 1975-1976 - University of New Hampshire, Durham, NH

Linguistics and French

1995 - Terminix Management Academy - Commended rating

1976 - Jerrico Management Academy

1972 - USAF Administrative Training School - Exemplary rating

Personal Interests

My family and I have always been involved in the communities in which we've been fortunate to live. I have been involved in Girl Scouts as a dad, as a leader and as a program presenter.

I helped establish Parent-Teacher Organizations at the Space Coast Montessori School in Palm Bay, FL and at Midland Academy Charter School in Midland, TX. I served on the Board of Trustees for Midland Academy Charter School. I served on the Board of the Permian Basin Pest Control Association.

I am a 2007/2008 Volunteer of the Year nominee for the Museum of the Southwest, have served on the Board of the Midland Convention and Visitors Bureau, volunteered and participated in numerous events in and around the community and worked with several other area attractions to promote the area.

One of my proudest accomplishments was to instill in my employees, a sense of community support in the various locations where I have worked. We became Partners in Education for a local school, provided meals to deserving families during the holidays, supported teacher recognition programs, participated in fundraisers for the school, Boys & Girls Club and The Junior League of Midland and adopted a section of road for Keep Midland Beautiful.