

Jolene K Hickman

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SUMMARY

Executive with a diverse background in the financial institutions industry far over 25 years. Background includes areas of trust, administration and operations, financial services, special project management and employee management. Dedicated leader in the business community as well as extensive experience as non-for-profit board member and volunteer. Highly motivated individual with excellent communication skills, problem solving skills and organizational skills.

— **Professional Experience**

Financial Consultant

Jefferson Wells International, Columbus Ohio 2000 to Present

Consultant with International consulting firm. Primary responsibilities Include, but are not limited to directing and training staff on trust and credit department audits, project management, compliance reviews assisting clients with understanding & implementing Sarbanes Oxley and U.S Patriot Act requirements.

Financial Industry Technical Services, Inc., Denville, New Jersey 1999 to 2000

Consultant responsible for onsite software installation, data population, testing, drafting procedure manuals and training bank personnel for operation of a performance management system for a nation bank trust department. Also assisted in various duties affecting the merging of proprietary mutual funds which included balancing funds between transfer agent and custody agent, asset positions with depositary, and researching and assisting in the correction of differences.

Interim on Premises, Columbus Ohio 1998 to 1999

Consultant responsible for the supervision of three teams of three to four individuals involved in the reconciliation and processing of adjustments to properly reflect transactions for 160 daily plan accounts utilizing the Trust Mark 3D system. Responsibilities included training staff on the correction methodology, reviewing reconciliations, reviewing and approving adjustments to accounting records due to missed transactions, answering questions from au parties involved with the account and reviewing final statements for accuracy.

Florabunda Designs Inc., Columbus, Ohio 1997 to 1998

Consultant responsible for selection, implementation and installation of a computerized accounting system and CAD Software as stage one of automation project for the entire comp These systems Implementations reduced staff time in all areas of production by approximately 25 percent. Additional responsibilities consisting of planning, coordination, and production of events for clients.

The Huntington Trust Company, N.A., Columbus, Ohio 1994 to 1997

Vice President/Manager Stock Transfer Operation

Managed department of two supervisors and six staff responsible for processing of legal transfers for 30 companies, dividend paying agent for 13 companies, proxy processing for eight companies, administered dividend reinvestment plans for four Companies, directed research projects, responsible for preparing departmental budget and controlling expenses Implemented cost saving items totaling \$100,000 with an existing budget of \$600,000 by outsourcing and utilizing existing banking services such as ACH processing and lockbox services to reduce staff time of handling incoming & outgoing checks.

Vice President/Quality Assurance Officer 1988 to 1994

Responsible for monitoring various functions in a security and cash movement area, income collection area, systems area, reconciliation area and custody group by utilizing the NCS/SunGuard system reports. Designed test to monitor the quality of services provided to clients via various product lines, assisted area managers in the recovery of past due funds, budgeting, and implementation and design of cost saving measures.

Assistant Vice President/ Manager Trust Operations 1985 to 1988

Managed the Security and Cash Movement Area, Income Collection Area and Reconciliation Area consisting of three managers, six supervisors, and 50 staff. Responsibilities included preparation of departmental budget, assisting area managers with daily responsibilities, interface with external vendors to insure accurate and timely settlement of client dollars and assisting account officers on client calls.

Audit Officer/Supervisor 1981 to 1985

Responsible for planning, preparation of time budgets, staffing, directing and report preparation for various departmental audits. Instrumental in streamlining the trust audit function from 18 months to approximately six months. Wrote audit programs for new areas, redesigned existing programs to comply with regulatory changes and current audit practices, and conducted fraud investigations.

National City Bank (BancOhio National Bank), Columbus Ohio 1977-1981

Staff Auditor

Responsible for the review of Trust Department activity, preparation of workpapers supporting testing completed and preparation of final report.

. - — **EDUCATION**

Otterbein College, Westerville, Ohio (1977)

BA, Business Administration (Concentration in Accounting).

- **PROFESSIONAL AFFILIATIONS** —

— Columbus Metropolitan Club

- 2004 to current

Fiduciary & Investment Risk Management Association

- 2002 to Current

Institute of Internal Auditors

- 2003 to Current

Member, Depository Trust Corporation Advisory Board, Security Settlement Group

- 1996-1997

COMMUNITY SERVICE

Columbus Zoo Board

2001 to Current - Appointed by the Mayor Coleman's office to the Board of Trustees, Currently member of Finance, Investment & Audit Committee. Have also served on the Development Committee.

Columbus AIDS Taskforce

1998-2001 Ex-Officio President

1998-1998 President

1997-1997 Vice President

1996-1997 Treasurer

1995-1996 Secretary

Served as Chair of the Finance Committee, served on Development Committee, Program Committee, Merger Committee and Chaired Art for Life & AIDS Walk

Columbus Human Rights Campaign Dinner

1998 to 2005 Federal Club Member

1995 Dinner Co-Chair

1992-1994 Treasurer