



DeKalb County Government

Manuel J. Maloof Center
1300 Commerce Drive
Decatur, Georgia 30030

Agenda Item

File ID: 2022-1111

Substitute

Public Hearing: YES ☐ NO ☒

Department: Board of Commissioners

SUBJECT:

Commission District(s): Enter all Commission Districts impacted by this item.

Appointment to the Oversight Committee of the Office of the Independent Internal Audit – Gloria G. Gray

Information Contact: Robert Patrick, Presiding Officer, DeKalb County Board of Commissioners

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PURPOSE:

Pursuant to subsection n of section 10A of the Organizational Act, where, “Successors to all members of the audit oversight committee [...] shall be appointed by” the Board of Commissioners, the Board of Commissioners nominates Gloria G. Gray for appointment to the DeKalb County Oversight Committee of the Office of the Independent Internal Audit. This is for a five (5) year term which will expire December 31, 2026.

NEED/IMPACT:

The mission of the DeKalb County Oversight Committee of the Office of the Independent Internal Audit is to guide the Office of the Independent Internal Audit. Pursuant to section 10A, the Board of Commissioners nominates Gloria G. Gray to fill the vacant seat it is empowered to nominate. This action would appoint Gloria G. Gray to a five (5) year term from January 1, 2022 that will expire on December 31, 2026. Pursuant to 10A of the Organizational Act, the Board of Commissioners nominates Gloria G. Gray to the DeKalb County Oversight Committee for the Office of the Independent Internal Audit.

FISCAL IMPACT:

No cost to the County.

RECOMMENDATION:

To appoint Gloria G. Gray to the DeKalb County Oversight Committee for the Office of the Independent Internal Audit for a five-year term expiring on December 31, 2026.

Gloria G. Gray, CPA

PROFESSIONAL SUMMARY

Innovative professional with a proven track record of accomplishments in internal audit, accounting, finance, business process consulting, project management, billing management, and risk analysis, including:

- Financial & Operational Audit
- Business Controls Consulting
- Billing Invoice Management
- Billing Revenue Assurance
- Business Case Development
- Financial Planning
- Budgeting
- Project Management
- Risk Assessments
- Cost Analysis
- System Design
- SOX Assessments

PROFESSIONAL EXPERIENCE

AT&T (BellSouth)

Atlanta, GA

1988 – Present

Billing/Finance Manager

2009-2018

- Manage the generation of the monthly invoices (\$6M monthly average) and related financial reports for AT&T's contract with Georgia Technology Authority
- Serve as daily interface with the customer relative to billing requests and disputes
- Achieved contractual SLAs related to billing accuracy and timeliness resulting in annual cost avoidance of \$2.4M
- Performed revenue assurance audits that identified annualized recurring billing of \$124K
- Establish and maintain accurate financial allocations for billing components
- Perform required system provisioning to map new and existing products to the invoices
- Ensure system updates are made for annual and any other contractual changes to prices

Associate Director Audit Services

2007-2009

- Supervised and direct the work of wireless service audit teams – including information technology, operational, financial and SOX projects
- Facilitated meetings with senior management regarding audit scope, programs, and reporting of significant audit issues
- Reviewed audit reports and ensured final product is in compliance with company standards and external requirements
- Provided leadership, coaching, and subordinate development for direct reports
- Performed audit staff evaluations, performance appraisals, and career counseling
- Screened resumes and interviewed/selected candidates for audit positions

Business Process Consultant

2001-2007

Used internal audit skills and methodologies to develop an understanding of key business processes in order to plan, design, and execute risk assessments/process improvements to assist departments with accomplishment of business objectives:

- Led projects in areas such as Customer Markets, Broadband, Marketing, Billing, Accounting Services, Procurement, IT, and Vendor Management
- Presented recommendations to Senior Corporate Leadership
- Served as a business control SME on departmental and cross-functional project teams that focus on developing process efficiencies and cost reductions
 - Billing adjustments decreased by \$15 million
 - Account reconciliation time frame decreased by 30%
 - Vendor performance error rate lowered from 18% to 5%
 - Offer development process end to end assessment resulted in overall improvement in design and efficiency
- Provided business controls and SOX training
- Department Head Award for work on Billing Adjustments Project
- Officer Level recognition for work on Customer Proprietary Network Information Team

Oracle System Implementation Project Manager

1999 - 2001

- Managed the Inventory Module for an Oracle System Implementation.
- Supervised the development of business requirements, key performance indicators, and overall mapping of processes to Oracle System Capabilities
- Served as scenario presenter and facilitator for design workshops
- Developed the inventory accounting transactions for the redesigned process
- Allocated resources and tasks using project management tools
- Completed performance reviews for a staff of ten employees
- Department Head Award for performing multi-task work during time of staff shortage

Financial Planning Manager – Wireless Operations

1998 - 1999

- Computed quarterly financial results for SEC Reporting
- Compiled financial results for quarterly employee bonus calculations
- Compiled financial and operational data for wireless competitive benchmarking
- Developed financial data for wireless operational highlights releases to Analysts
- Developed business cases and financial projections
- Assisted with the design and implementation of a Management Accounting System
- Recipient of Wireless Extra Mile Award (for commitment to excellence)

Internal Audit Manager

1996 - 1998

- Supervised and directed the work of up to three audit teams simultaneously
- Audit experience focused in both operational and financial processes
- Created annual audit plans that focused on evaluating critical corporate risk
- Performed final approval of audit reports
- Presented audit results to senior management
- Used innovative assessments and research to identify audit universe subjects
- Provided leadership, coaching, and subordinate development for direct reports
- Performed audit staff evaluations, performance appraisals, and career counseling
- Screened resumes and interviewed/selected candidates for audit positions
- Signal Award for Healthcare Audit Roundtable Project

Financial Analyst – Customer Markets

1995 - 1996

- Identified and analyzed key business unit financial and operational drivers
- Worked with business offices in setting objectives that focused on improving efficiency and decreasing costs
- Developed budgets, year-end forecasts, and balanced score card data
- Performed monthly reporting of actual vs budget data, trend analyses, and narratives explanations for significant variances
- Department Head Award for Repair Center Project that improved scheduling process

Senior Internal Auditor/Internal Auditor

1988 - 1994

- Conducted financial, operational, and compliance audits; including international audit assignments
- Sold management on recommendations which strengthened internal controls and improved operational efficiencies
- Department Head Award for Institute of Internal Auditors Internal Controls Presentation

PROFESSIONAL CERTIFICATIONS AND EDUCATION

- MBA – (Masters - Business Administration) – Kennesaw State University
- BBA Accounting – Georgia State University
- Certified Public Accountant – State of Georgia
- Six Sigma Green Belt Certification

VOLUNTEER EXPERIENCE

AARP Tax Aide

Income Tax Preparer

2019-Present

- IRS certified as an individual income tax preparer. Perform services for taxpayers of all ages who desire free assistance with preparation of federal and state income taxes.
- Certified to complete taxes via virtual process and at onsite facilities

Experience Corps/United Way

Reading Tutor

2019-2020

- Served as a United Way trained reading tutor for Dekalb County students in Pre-K through third grade
- Performed on-site tutoring at Murphy Candler Elementary School in Lithonia, Georgia