

LISA ANN HANCOCK

OBJECTIVE

To serve in a senior management role within a dynamic municipality or State agency where my strong leadership, communication, problem solving and policy making skills together with my extensive experience will enhance the ability to effectively operate the municipality or organization in concert with the desires of the residents.

SUMMARY PROFILE

A highly responsible, computer literate management professional with over 41 years of experience in the performance of a wide variety of municipal professional management and financial functions. The ability to make difficult decisions utilizing strong business and financial acumen. Considerable knowledge, skills and ability in every phase of municipal management including a strong financial background. An energetic, goal-oriented team player and builder who can manage internal relationships at all levels as well as externally with residents, vendor's, peers and other agencies.

SKILLS

- Leadership
- Analytical
- Communication
- Negotiation
- Financial Acumen
- Problem Solving
- Conceptualization
- Policy Development
- Project & Contract Management
- Grant Administration
- Confidentiality
- Strategic Planning
- Collaborator
- Budget Development
- Emergency Management
- Various word processing, presentation, advanced spreadsheet and financial software including significant experience with the MUNIS Financial Software & ClearGov Budgeting Software

PROFESSIONAL EXPERIENCE

Town of Tolland	Tolland, CT
Director of Finance & Records – (Interim Town Manager 8/21-6/22)	2012 – 2025

- Responsible for all aspects of the oversight and financial management of the Town including, Capital and Operating budgeting, Cash & Debt Management, Certain Grant Administration, Policy Development, Payroll, Accounts Payable, Information Technology, Purchasing, Town Clerk, Tax Assessor and Tax Collector operations.
- Provide direct support to the Town Manager and consultation to department heads, the public, vendors and inter-governmental agencies.
- Emergency Management certified as Finance Chief for the Emergency Operations Center and management of FEMA related forms and applications.
- Development of long-term financial plan and financial reporting.
- Represent the Town with Bond Rating Agencies and other agencies.

Town of Hebron
Finance Director

Hebron, CT
2010-2012

- Assured development and maintenance of the Town's fiscal stability.
- Developed and maintained a high assessment of the Town's financial condition by recognized review authorities.
- Managed, provided for and conducted the Town's financial operations & performed as Town Treasurer to produce public confidence in the integrity of the Town's financial representations.
- Provided high levels of supporting financial services so that operational managers with fiscal responsibilities could oversee and manage their resources efficiently and effectively.
- Oversaw the Accounting, Tax Collection, Assessor, Payroll Departments and many of the duties previously listed in other positions.
- Shared various responsibilities for computer infrastructure and technology enhancements.

Town of Wethersfield
Director of Finance

Wethersfield, CT
2004-2010

- Responsible for the management and administration of all Town financial operations including financial policy development and implementation.
- Responsible for debt issuance requirements.
- Responsible for risk management, cash management, internal control, financial reporting and audit, purchasing, risk management, fixed assets, budget preparation and forecasting.
- Oversaw the Accounting, Tax Collection, Assessor, Payroll Departments and previously the Data Services Department.
- Town and Volunteer Firefighter Pension Administrator.
- MUNIS Financial System Administrator.
- Union Negotiation Support.

Town of Colchester & Colchester Public Schools
Chief Financial Officer

Colchester, CT
2001 - 2004

- Implemented the merger for the Board of Education and Town Finance Department.
- Oversaw all aspects of municipal accounting and financial operations for a newly combined Board of Education and Town Finance Department.
- Responsible for new policy development in order to provide increased accountability and stronger managerial controls and information.
- Responsible for debt issuance requirements.
- Administered new modules in the MUNIS financial software in order to streamline processes and provide increased control over financial information. Also provided troubleshooting expertise with software issues that sometimes arise and selected staff training on MUNIS.
- Prepared the annual budget documents and capital improvement program for both the Town and Board of Education.
- Cash management routines.
- Implementation of GASB 34 and other Governmental Accounting Standards.

Town of Glastonbury
Controller

Glastonbury, CT
1987 – 2001

- Managed the accounting, financial reporting, grant administration, auditing and fund investments function for this 30,000-resident town.
- Oversaw all aspects of municipal accounting, internal audits, accounts payable, accounts receivable, payroll processing, cash flow analysis, and budget and debt service preparation assistance.
- Administered MUNIS financial software system.

City of Pinellas Park
Senior Level Accountant

Pinellas Park, FL
1984 - 1987

- Oversaw the preparation of quarterly IRS & governmental reports, annual financial statements, W-2 & 1099 forms, general ledger account analysis and various reconciliation's as well as accounts payable, receivable, payroll, fixed assets, work order summary, purchase order processing, citywide group insurance analysis and supervisor of all lien assessment procedures.
- Trained newly recruited accountants and supervised accounting office in the absence of the Assistant Finance Director.

SELECTED ACHIEVEMENTS

Created an intensive Five Year Financial Forecast for the Town of Tolland.

Result: *Provided improved financial data for decision makers. Especially for focusing on the impact on future budgets based on current decisions.*

Developed an on-line interactive budget book for the Town of Tolland – Cleargov Software.

Result: *Provides higher transparency to the public; allows for more interaction with the Town's data and reduced the workload of configuring the budget book.*

Achieved the Award for Excellence in Financial Reporting and the Outstanding Budget Award from the Government Finance Officers (GFOA) in several of the communities that I worked for.

Result: *Brought prestige to the Towns and assisted in obtaining a higher bond rating. This is an honorable award for the community's financial reports and resulted in improvements in the type of financial information shared with the community.*

Restructured the Tolland Capital Improvement Program Chart of Accounts.

Result: *Provided better accountability by project for associated revenue and expenditures.*

Created an Intensive Bond Rating Presentation for the Towns of Tolland and Wethersfield.

Result: *Brought each Town to a higher level of management's communication of the status and financial conditions of each town. The rating agencies were impressed and provided the highest rating in financial management to Tolland. In addition, the Town was upgraded to a "AAA" bond rating by two separate rating agencies. This is the highest bond rating that a community may receive. Higher bond ratings reduce costs of debt issuance.*

Developed a new Purchasing Policy for the Towns of Hebron, Tolland & Wethersfield.

Result: *Provided documented guidance for purchasing - increased efficiency and cost savings in purchasing.*

Prepared a major presentation on Capital Purchasing Requirements for discussion with the Boards of Selectmen, Finance and the Capital Improvement Committee.

Result: *Provided the various Boards with an overview of the capital needs of the community and various methods to try to finance them while maintaining a somewhat stable tax rate.*

Developed a new Capital Equipment and Facility Improvement Policy for the Town of Hebron and provided assistance in updating the Capital Improvement Program Policy.

Result: *Helped to provide direction to address the capital needs of the Town for the long term.*

Developed new financial policies for the Town of Wethersfield.

Result: *Provided documented guidance for the issuance of debt, investment of Town funds and cash management, policies for reserves and fund balance. This will assist in the bond rating process as well as providing increased internal controls.*

Implemented new Chart of Accounts for the Town and Board of Education for Wethersfield and combined databases onto the MUNIS financial system.

Result: *Created cost savings by combining both the Town and Education onto one database. Eliminated the cost for two separate maintenance contracts, servers and combined support.*

Combined two separate general ledgers and financial operations for the Town of Colchester and Colchester Board of Education into one financial operation.

Result: *Increased control over the financial operations and have streamlined many of the financial processes.*

Converted manual accounting system to a computer-generated system including full general ledger reporting.

Result: *Made the reporting process more efficient and provided for timely reporting of current financial information.*

Implemented new laser check printing, signing and sealing process, as well as for W-2 Forms and 1099 Forms, with a product called Formunis and linked it with the MUNIS financial software.

Result: *This new process recovered costs within a year and generated approximately \$10,000 in annual savings.*

Previously the town had numerous checking accounts which were very costly. Established a cash pool system which reduced the amount of required bank accounts and associated fees.

Result: *Reduced fees and allowed grouped investments for higher earnings potential. Reduced the amount of work required for bank reconciliations. Also provided better accountability over fund cash balances.*

Developed and implemented the MUNIS general ledger database download to link with computer spreadsheets for specialized financial reporting.

Result: *This allowed for the specialized types of statements to be generated quickly with reduced preparation time and costs.*

EDUCATION

- University of Wisconsin, Madison, WI
Advanced Government Finance Officers Training Institute **2007**
- University of Connecticut, Storrs, CT
Certificate in Debt Management **2006**
- University of Hartford, Hartford, CT
Master of Public Administration GPA 3.55 **1990**
• **Supporting Courses:** Management of Personnel & Labor Relations, Public Law, Policy & Program Evaluation, Management, Policy, Management Information Systems, Statistics, Economics, Publishing and Office Software.
- University of South Florida, St. Petersburg, FL
Bachelor of Arts, Accounting GPA 3.0 **1984**
Supporting Courses: Computer Programming Languages – COBOL, Psychology, Finance, Management and Business Statistics courses.
- Sacred Heart University, Bridgeport, CT
Began Bachelor of Arts, Accounting- Transferred to USF, Florida **1980**

CERTIFICATIONS

- Certified Public Finance Officer (CPFO) #650
- Certified CT Municipal Official (CCMO)
- Certified CT Grants Administrator (CCGA)
- State of Connecticut- Department of Education
Certified School Business Administrator (085 Certification #C042009002735)
- Federal Emergency Management Agency
Various Certifications for Command Post-ICS 100,200,300,400,700,800
Continuing education in Emergency Management Operations

ADDITIONAL PROFESSIONAL ACTIVITIES

Government Finance Officers Association, National, New England & Connecticut Associations.

- Past President of the CT GFOA Executive Board.
- Served on Audit Committee & Program Chairman for the CT GFOA.
 - Held Several Officer and Board Positions
– Currently Education Chair & Historian
- **New England States GFOA** – Board & Past President,
(2023-24 President) **2019 – Member**
- **National GFOA – Member**
- **Florida GFOA & Volusia County GFOA - Member**
- **Capital Region of Governments** – Public Purchasing
Council, Board Member - **2020 - 2025**
- **MBIA CLASS Investment Company, 2004-2006.**
 - Executive Advisory Board Member
- **MSI – Telephone Team – Treasurer, 2019 -current**
- **Wexford Reserve Homeowners Association, 2025 –
Current – Secretary/Treasurer**
- **Neptune Homeowners Association, 1998-2001.**
 - Executive Board Member and Assistant to the Treasurer.
 - Installed financial software recordkeeping system.
- **Connecticut MUNIS Users Group**
 - Chairperson, 1993-participated in this Municipal Computer Software
local users' group for product enhancement & resource.

Who's Who of American Professionals - 2001

References available upon request.