



Madeline Ahmed

Business Operations Manager

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SUMMARY

Business Operations Manager with 9 years of progressively responsible experience supporting finance, **human resources**, **payroll**, **sponsored projects**, procurement, and **administrative operations** in higher education. Manages multimillion dollar academic budgets funded through institutional, foundation, grant, and sponsored sources, with careful forecasting, reconciliation, reporting, and fiscal control. Partners with faculty, Principal Investigators, administrators, central finance, human resources, payroll, and sponsored programs teams to resolve issues and keep academic operations moving. Advanced Microsoft Excel user with hands on skill in pivot tables, charts, formulas, data compilation, variance analysis, and management reporting. Supervises administrative staff, coordinates facilities support, protects confidential records, and translates changing policies into practical guidance. Brings sound judgment, clear communication, organized execution, and critical thinking to financial and administrative work that supports faculty, staff, students, and public service programs.

EXPERIENCE

Business Operations Manager

Midwest Center for Education Policy 📅 August 2022 - Present 📍 Columbus, Ohio

Directs financial, human resources, payroll, sponsored project, procurement, and administrative operations for an academic research center. Supports faculty, staff, Principal Investigators, leadership, and central service teams across multimillion dollar institutional, foundation, and sponsored funding. Supervises two administrative staff members and coordinates facilities, access, security, maintenance, and repair support.

- Directed \$3 million academic funding forecasts and reports for annual and multi year planning.
- Reconciled procurement, **purchasing card**, payment, and budget transactions against approved funding and **fiscal controls**.
- Reviewed payroll distributions for faculty, staff, students, and temporary employees, resolving confidential funding discrepancies.
- Developed proposal budgets and supported **pre award**, award, and **post award** grant administration with investigators.
- Managed recruitment, onboarding, **salary changes**, **funding changes**, and separations while interpreting human resources policies.
- Coached two administrative staff members and coordinated facilities, access, security, maintenance, and repair coverage.

Senior Business Administrator

Great Lakes School of Public Affairs 📅 July 2020 - July 2022 📍 Cleveland, Ohio

Managed finance, payroll, human resources, sponsored project, procurement, and reporting operations for graduate education and research programs. Served faculty, investigators, graduate assistants, staff, and administrative leaders through **budget planning**, reconciliations, personnel transactions, grant monitoring, and practical policy guidance. Converted complex operational data into useful leadership views.

- Managed operating and grant budgets through monthly reconciliations, forecasts, and variance explanations for leadership.
- Resolved **procurement**, reimbursement, **purchasing card**, and budget documentation exceptions before central finance submission.
- Reviewed payroll funding for faculty, staff, graduate assistants, and temporary employees, initiating corrective actions.
- Supported proposal budgets, grant setup, expenditure monitoring, and closeout activities under sponsor requirements.
- Administered hiring, **onboarding**, compensation changes, position requests, and separations involving **confidential records**.

STRENGTHS



Financial stewardship

A complex funding review became easier for leadership after forecasts, reconciliations, and source records were brought together.



Policy translation

Faculty and staff received practical answers when changing finance and human resources rules needed clear interpretation.



Sponsored projects

Investigators gained dependable budget support across proposal preparation, active awards, expenditure review, and closeout work.



People support

Administrative staff received coaching, workload guidance, and steady follow through during busy operational periods.



Data reporting

Excel pivot tables and charts turned scattered finance, payroll, and staffing information into useful leadership views.

SKILLS

Financial management

Budget forecasting

Budget development

Financial reporting

Sponsored projects

Payroll reconciliation

Human resources Procurement

Fiscal controls Excel analysis

Data compilation

Policy interpretation

Staff supervision Critical thinking

Written communication

LANGUAGES

English Native

Arabic Proficient

MY CAREER



● Business Operations Manager at Midwest Center for Education Policy (4.2 Years)

● Senior Business Administrator at Great Lakes School of Public Affairs (2 Years)

● Business Services Coordinator at Riverbend University Research Office (2 Years)

● Administrative and Finance Specialist at Capital City College (11 Months)

- Built **Excel** pivot table and chart reports combining finance, payroll, and staffing data for decisions.

Business Services Coordinator

Riverbend University Research Office 📅 June 2018 - June 2020 📍 Cincinnati, Ohio

Coordinated financial and administrative services for research and academic programs, supporting program directors, Principal Investigators, research administrators, faculty, staff, and student workers. Managed account reconciliation, purchasing, payroll records, sponsored project documentation, reporting, and workflow improvement across finance, human resources, payroll, and program teams.

- Reconciled research and academic accounts, preparing recurring financial reports for program director reviews.
- Prepared purchasing, payment, reimbursement, and **purchasing card** transactions after checking funding and documentation.
- Identified **payroll** funding inconsistencies for staff and students, coordinating corrections with payroll and human resources.
- Assembled sponsored project budgets, tracked award expenditures, and organized documentation for **Principal Investigators**.
- Built Excel workbooks with **pivot tables**, formulas, and **charts** for expenditure and staffing analysis.
- Documented finance, **human resources**, payroll, and program workflows, clarifying handoffs and recommended improvements.

Administrative and Finance Specialist

Capital City College 📅 June 2017 - May 2018 📍 Columbus, Ohio

Supported daily financial, payroll, **human resources**, procurement, and **administrative operations** for an academic department. Maintained transaction records, prepared reports, supported hiring and onboarding, handled student and temporary employee payroll materials, and answered policy questions with appropriate escalation and confidentiality.

- Prepared payment requests, purchase documentation, account reconciliations, and routine departmental budget reports.
- Maintained restricted fund records, giving senior administrators reliable documentation for monthly financial review.
- Processed student and temporary employee **payroll** materials under established institutional procedures.
- Prepared hiring and onboarding documents for faculty, staff, and student employees while protecting confidentiality.
- Used Excel formulas, **pivot tables**, and charts for recurring expenditure and staffing reports.
- Researched policy questions from faculty and staff, documenting answers and escalating complex matters appropriately.

PROJECTS

Academic Funding Forecasting Framework 📅 2023

Created a recurring reporting framework for institutional, foundation, and sponsored funding, connecting forecasts, reconciliations, staffing data, and leadership review needs.

Sponsored Project Administration Workflow 📅 2021

Mapped pre award, award, and post award handoffs, clarifying documentation ownership, expenditure monitoring, and communication points for investigators and central offices.

LEADERSHIP & AWARDS

- Certified Research Administrator recognition, awarded 2023 for demonstrated sponsored project administration expertise.
- Senior staff leadership recognition for clear financial reporting, policy guidance, and dependable academic operations support.
- Administrative process improvement recognition for clarifying cross functional workflows across finance, human resources, and payroll.

EDUCATION

Bachelor of Science in Business Administration

Ohio University 🎓 GPA: 3.5 📅 2017 📍 Athens, Ohio

Coursework: *Financial management, human resources, operations management, business analytics*

CERTIFICATIONS

- Certified Research Administrator 📅 2023
- Microsoft Office Specialist, Excel 📅 2024

TECHNICAL SKILLS

- **Financial Management:** Budget forecasting, budget development, financial reporting
- **Microsoft Excel:** Pivot tables, charts, formulas
- **Sponsored Projects:** Pre award, award administration, post award
- **Grants and Contracts:** Proposal budgets, grant setup, contract support
- **Payroll Administration:** Payroll reconciliation, funding distributions, corrective actions
- **Human Resources Systems:** Position creation, onboarding, employee separations
- **Procurement Systems:** Purchasing cards, payment transactions, reimbursements
- **Fiscal Controls:** Transaction review, documentation, policy compliance
- **Data Analysis:** Variance analysis, financial analysis, staffing analysis
- **Academic Administration:** Higher education policies, faculty support, student employment
- **Reporting Tools:** Monthly reports, annual reports, leadership dashboards
- **Supervision Practices:** Coaching, mentoring, performance support

PROFESSIONAL AFFILIATIONS

- National Council of University Research Administrators, professional member focused on sponsored project administration.
- Society for College and University Planning, professional member supporting effective academic operations and institutional planning.

ADDITIONAL INFORMATION

Work Status : Authorized to work in United States. No sponsorship required.

REFERENCES

AVAILABLE ON REQUEST