

# LOU ERNENWEIN

Appraisal Review Manager



## Areas of Practice

Appraisal Review Admin  
Business Management  
Customer Service  
Sales  
Accounting  
Department Supervision  
Human Resources  
On-line Banking Specialist

## Education/Qualifications

Mohawk Valley Community  
College, Business  
Administration

Supervisory, Leadership,  
Customer Service, On-Line  
Banking and Computer  
Courses

State of New York Gaming  
License

## Principal Areas of Practice

A highly skilled business professional with diverse sales, leadership and team-orientated background. Proven ability to provide outstanding customer service in fast paced environments. Over 20 years managerial and supervisory experience in business and finance fields with strong knowledge of accounting functions. Excellent verbal and written communication skills. Extensive experience with technology and computer systems.

## Experience

### APPRAISAL REVIEW MANAGER. T. Gschwender & Associates, Inc. (2014-Present)

A key member of the TGA Team, is the focal point for Appraisal Review Services. Manages all facets of operations to maintain efficient processes and workflow. Ensures USPAP compliant reports are produced in timely manner, troubleshoots issues while working closely with both clients and subcontracted appraisers to provide guidance and instruction. Business Manager areas of oversight include banking, inventory, quality control, billing, payroll and special projects.

### REVENUE AUDITOR. Finance Dept, Turning Stone Casino & Resort

Auditor in high revenue multi-faceted company with over a dozen specialized departments. Conducted daily revenue audits of all departments, reviewed records for accuracy and proper procedures. Regulate all departments to ensure adherence with State Gaming Compact Regulations and all applicable State and Federal laws, i.e., tax forms, timelines. Prepared highly detailed revenue analysis reports on a daily basis and reconciled revenue sheets to account activity. Identified discrepancies, initiated corrective actions, provided reports to senior management. Provided research on account variances and special projects. Created and maintained electronic databases and spreadsheets (in programs such as Excel). Ensured documentation met the highest standards; requiring accuracy and attention to detail. Accurately and efficiently performed wide range of data entry. Maintained total confidentiality and professionalism at all times. Updated revenue spreadsheets for disbursement to senior management and other departments. Maintained financial files, documentation and records for accountability. Responded to audit inquiries, provided guidance to staff within and outside department.

### SUPERVISOR: CAGE Operations, Turning Stone Casino & Resort

Directed and supervised the overall casino Cage operation and satellite Cages personnel. Extensive customer relations; responsible for highest level of customer service. Ensured tight security was maintained in the Cage at all times monitored key control. Used good judgment in environment of high accountability, where accuracy is a premium. Reviewed and verified all aspects of Cage deposits (proper check completion, bagging of monies, proper packaging). Conducted audits to ensure all paperwork is completed properly, i.e., dates and signatures. Performed account adjustments, as needed. Maintained confidentiality with other departments such as Gaming Commission, Surveillance and Security. Resolved disputes and referred irresolvable issues to supervisor. Handled counterfeit issues and Compact violations. Conducted orientation training for new employees and team meetings. Completed performance appraisals and personnel action forms. Oversaw the accuracy of payroll logs, attendance, exception reports and variants. Strong knowledge of, and adhered to, Gaming Compact. Utilized computer systems for wide variety of tasks (such as deposit reports and memos for senior management).

### ON-LINE BANKING SPECIALIST. Bank of America

Integral team member for one of the largest banking institutions in the United States.