

# ERIC W. RAHN

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## SENIOR OPERATIONS & FINANCIAL EXECUTIVE

Developing Top Performers ✦ Growing Businesses ✦ Forging Collaboration & Consensus

**A Continually Successful Serial Entrepreneur** with the competitive intuition, financial acumen, and leadership and management expertise to identify and capitalize on profitable opportunities in legacy and evolving markets. Masterful in planning for and growing companies. A capable and resolute negotiator and deal closer. Respected, trusted, and steadfast in producing notable ROI in critical, consequential situations.

### *Entrepreneurial Attitude, Pragmatic Management Style, History of Consistent Success*

Adept at cultivating cultures dedicated to excellence through developing and motivating professional and administrative staff to excel. Able to monetize original concepts and prepare business plans that induce investment, design and direct operational procedures, and initiate and sustain banking and financial relations. Deft at combining innovation and pragmatism ensuring new products are intriguing, differentiated, and cost-effective.

### CORE COMPETENCIES

Operations Optimization

Financial Management

Partnership Development

Cross-Functional Leadership

Board & Stakeholder Relations

Individual & Team Growth

Process Improvement / KPI's

Productive Culture Propagation

Strategic & Tactical Planning

### PROFESSIONAL EXPERIENCE

#### Chicagoland Mold Doctors – Bed Bug Docs | Franklin Park, IL

2011 - 2021

*Provides mold remediation and restoration plus renovation and remodeling services to residential and commercial customers throughout Chicagoland. Added the bed bug eradication division in 2016.*

#### **Founder, President, CEO, COO, CFO**

Started and grew the company from first-year revenue of \$600,000 to \$2 million 2020. Recruited, trained, and managed a team of 20 inspectors, office personnel, and salespeople.

- **63% per-job profit margin reached** by training crews in efficient operational techniques, monitoring individual activities, and offering semi-annual performance bonuses.
- **43% average internal rate of return delivered** by improving gross margin while increasing revenue.
- **23% average five-year growth rate attained** by fine tuning digital marketing efforts, developing a referral base, and implementing a robust lead conversion system.
- **Enhanced a teamwork mentality** between field crews and sales personnel by sharing operational results and conducting team-building meetings to discuss and resolve issues and improve results.
- **20-day window achieved** for delivery of month-end financial reports to the owner and sales force by creating and developing an accurate and robust data-management system.

#### Community Synergies LLC | Crystal Lake, IL

2010 - 2011

*An unfunded renewable and alternative energy startup focused on producing biofuels from algae.*

#### **Chief Operating Officer & Chief Financial Officer**

Hired to establish corporate governance, raise capital for pilot and demonstration phases, set up operating structure and procedures, and assist in hiring personnel.

- **Created LLC Operating Agreement**, assisted in negotiating a founders' authority structure, and created a confidential Offering Memorandum for institutional and individual investors in the first 30 days.
- **Negotiated a letter of intent to capture the greenhouse gas emissions** of a regional coal-powered electric utility needed to build the pilot phase.
- **Raised pilot-phase capital** by identifying and soliciting several dozen prospective investors in six months.

**Apex Insurance Managers LLC | Chicago, IL****1999 - 2009**

*A fully integrated commercial property and casualty insurance company providing, along with Bermuda Class 3 sister firm, American Constantine Insurance Company, complete underwriting and claims handling to US-based partners operating primarily in surplus-lines markets.*

**Founder, President, CEO & CFO**

Established the new firm by recruiting and training professional, accounting, and administrative personnel reaching a total staff of 45. Built year-one sales of \$21 million to \$36 million five years later.

***Bolstered Financial Performance***

- **\$4.3 million of equity capital raised** in 18 months by convincing potential investors of the business' stability through thorough financial proformas.
- **\$800,000 expense avoided** by internally developing a fully integrated IT system through creation of an environment that encouraged collaboration between IT staffers and user departments and requiring delivery of an excellent final product.
- **Increased underwriter efficiency** by automating the submission, review, and proposal process and utilizing lower-income staff to scan, file, and assign incoming underwriting documents.
- **61% return of investors' capital** (\$2.4 million in cash dividends) accomplished in the firm's initial six years by careful and astute management of the company's growth and daily operations.

***Strengthened Operational and Marketplace Stability***

- **Achieved dedicated insurance regulatory support** in Bermuda by retaining a professional insurance-company manager and nurturing the relationship.
- **Created a collaborative culture** by involving underwriters with claims personnel in quarterly claims reviews and meetings with external defense attorneys.
- **Established key relationship** with a highly regarded reinsurance broker by soliciting proposals from the marketplace, negotiating with respondents, committing to one, and building the alliance.
- **Formed long-term contractual rapport** with two insurance industry partners and dozens of reinsurers by providing "turnkey" proposals backed with compelling financial proformas and making convincing presentations of the company's capabilities.
- **Instituted strong corporate governance** by appointing exacting members to boards of directors that took an active role in overseeing the business and providing informative quarterly reports to investors.
- **Strengthened the firm's management capabilities** by recruiting professional staff and administrative personnel through active networking within the industry.

**PREVIOUS EXPERIENCE****COO & CFO, Alliance Insurance Group**

*A surplus line insurance company operating in 40 states.*

- **Double-digit returns generated** on a dozen real-estate limited partnerships involving commercial multi-family properties by identifying the opportunities and performing proper due diligence.
- **Reduced long-term rent and created an appreciating asset** by purchasing a \$5-million office building with a \$50,000 down payment and financing the balance with tax exempt, low-interest funding.

**EDUCATION / CERTIFICATION / ASSOCIATIONS**

**Bachelor of Science in Accountancy**, University of Illinois

Illinois CPA

Church of St Mary; Finance Committee, Capital Campaign Steering Committee, Member

Sigma Chi Fraternity House Corporation Board, President, former Member

Camp Hope & Craig F Glattly Foundation, Founding Director