

## Application Form

### Notice of Public Record

Please be advised that all information contained in this application is part of the City of Reno's public record and is available for public review. These positions are limited, in most cases, to residents of the City of Reno. The City Council makes a conscientious effort to appoint persons who represent all of the various communities within the City of Reno. Please be advised that certain boards and commissions require filing of financial statements with the Secretary of State or have special requirements. Contact the City Clerk's office at 334-2030 with any questions.

### Profile

Kendall  
First Name Middle Initial Last Name

Kendallnolan68@gmail.com  
Email Address

2521 Lake Ridge Shores Circle, Reno, NV 89519  
Home Address Suite or Apt

City State Postal Code

What ward do you live in? \* 2

None Selected

925-787-8445  
Primary Phone Alternate Phone

How long have you been a resident of the City of Reno? Since 8/2017

Question applies to Reno City Council

How long have you lived at your current residence? Since 7/2022

Are you over 18 years of age?

☒ Yes ☐ No

Question applies to Reno City Council

Government Issued Photo ID

Are you currently registered to vote in the City of Reno? \* Yes

None Selected

Elemental LED  
Employer Director, Credit  
Job Title

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**Which Boards would you like to apply for?**

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- ☐ Access Advisory Committee
- ☐ Building Enterprise Fund Advisory Committee
- ☐ Charter Committee
- ☐ Civil Service Commission
- ☐ Development Committee of the Reno Housing Authority
- ☐ Financial Advisory Board
- ☐ Grants Committee of the Reno Arts and Culture Commission
- ☐ Historical Resources Commission
- ☐ Human Rights Commission
- ☐ North Valleys Water Management Subcommittee
- ☐ OPEB Trust Fund
- ☐ Public Arts Committee
- ☐ Recreation and Parks Commission
- ☐ Redevelopment Agency Advisory Board
- ☒ Reno Arts & Culture Commission
- ☐ Reno City Planning Commission
- ☐ Reno Housing Authority
- ☐ Reno Tahoe Airport Authority
- ☐ Reno-Tahoe Airport Noise Panel
- ☐ Senior Citizen Advisory Committee
- ☐ Special Events Sponsorship Committee
- ☐ Tenant Issues and Concerns Citizen Advisory Board
- ☐ Urban Forestry Commission
- ☐ Ward 1 Neighborhood Advisory Board
- ☐ Ward 2 Neighborhood Advisory Board
- ☐ Ward 3 Neighborhood Advisory Board
- ☐ Ward 4 Neighborhood Advisory Board
- ☐ Ward 5 Neighborhood Advisory Board
- ☐ Washoe County District Board of Health
- ☐ Washoe County HOME Consortium Technical Review Committee
- ☐ Western Nevada Development District

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**Have you ever been convicted of a felony or misdemeanor other than minor traffic violations?**

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☐ Yes ☒ No

**If yes, please list conviction dates and nature:**

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**Interests & Experiences****Education or training relevant to the board or commission to which you are applying:**

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Although my career has focused on B2B credit, collections, accounts receivable and order management, I have been involved in the arts in one capacity or another since childhood. I am a fiber artist but also dabble in watercolor, oil and acrylic painting as well as any other art and/or craft that catches my imagination.

**Explain briefly why you would like to be appointed to this board or commission.**

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I love Reno and want to support my adopted community in any way I can. Currently I am on the boards of Arts for All Nevada and The Truckee Parks Foundation. I was on the Reno PBS Citizens Advisory Board from 2020-2022 as well. I believe that I can contribute to the Reno Arts & Culture Commission as well.

Upload a Resume

Question applies to Reno City Council

**Have you previously ran for elected office? If yes, please describe.** No

Question applies to Reno City Council

**Do you plan to run for elected office in the future?**

☐ Yes ☒ No

Question applies to Reno City Council

**Please list any known conflicts of interest you would have while serving in the office of At-Large City Council Member.**

**Ethnicity**

[REDACTED]

**Gender**

[REDACTED]

**Sexual Orientation**

[REDACTED]

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### Open Meeting Law Waiver

**WAIVER OF NOTICE REQUIRED UNDER NRS 241.033(1) TO ALLOW CITY COUNCIL TO CONSIDER CHARACTER, MISCONDUCT, OR COMPETENCE OF PERSON TO BE APPOINTED TO A BOARD, COMMISSION, OR OTHER PUBLIC BODY FOR THE CITY OF RENO**

The City Council for the City of Reno will be considering on a future posted agenda your appointment to a board, commission or other public body for the City of Reno. Pursuant to NRS 241.033(1), in order to consider the professional competence of an applicant, notice need be provided to that person of the time and place of the meeting in compliance with such statutory provisions. By agreeing below, it is confirmed that I have been provided notice of the meeting at which my appointment will be considered by City Council. Further, I knowingly and voluntarily am waiving my rights to all written notice requirements under NRS 241.033(1) pertaining to my qualifications, competence, and character to hold this appointment and consent to the evaluation of my character and competence by the Reno City Council in a public meeting. Further, the I acknowledge that I may at any time withdraw both this waiver and related application for appointment.

☒ I Agree

Question applies to Youth City Council

Signature of Parent or Guardian

If applicant is under 18:

Question applies to Youth City Council

**Parent or Guardian Name**

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Question applies to Youth City Council

**I acknowledge that I have read the Waiver above and allow my child to participate in the Reno Youth City Council.**

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☐ I Agree

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### **Acknowledgement**

**Please Agree with the Following Statement**

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**I certify that, to the best of my knowledge, the information I provided in the application is true. If the information provided is false or incomplete, it shall be sufficient cause for disqualification or removal. If appointed, I agree to attend a board or commission orientation session, if applicable, within six months of my appointment. I understand that failure to comply with this requirement will results in automatic removal from the board or commission.**

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☒ I Agree

## **KENDALL M. NOLAN**

(925) 787-8445 or [kendallnolan68@gmail.com](mailto:kendallnolan68@gmail.com)

### **Director - Credit, Elemental LED, Reno, NV (3/16-Present)**

- Manage the order to cash cycle for over 4,000 B2B and B2C clients across multiple divisions
- Hiring, training and coaching for cross-functional departments in multiple states
- Created procedure to open and maintain customer records across multiple software platforms
- Built and implemented proprietary PCI compliance program, including training and web payment portal
- Reduced overtime expenses to zero
- Reduced delinquency from over 35% to less than 10% on average
- Reduced bad debt write off to zero
- Developed payment posting procedures to increase accuracy and speed
- Implemented lockbox, EFT and direct debit payments
- Moved customers from credit card to EFT payments to reduce expenses
- Worked with delinquent customers to pay off debt while shipping new orders
- Wrote and implemented order management, RMA, credit, accounts receivable and collection policies
- Developed key performance indicators for executive staff
- Research and resolve customer issues and payment discrepancies
- Research and analysis of credit applications for terms and limits
- Partner with the executive staff and their teams to facilitate company growth
- Helped launch EDI billings and several new vertical sales division
- Stakeholder in ERP implementation process
- Audits and month end closings

### **Credit Manager, MacPherson's, Emeryville, CA (1/01-3/16)**

- Generate statements, invoices and credit memos via paper, email and EDI
- Merged accounting systems and departments after acquisition of competitor
- Manage client list of 4,000+ domestic and international B2B and B2C customers
- Revamped PCI compliance procedures to meet industry standards, reducing fraud claims to zero
- Review and approve incoming orders up to \$1M
- Consistently maintain delinquency below 10% and bad debt below 1%
- Hiring and management of accounts receivable and administrative staff in two states
- Forecasting accounts receivable to fund corporate line of credit
- Research and resolve customer issues and payment discrepancies
- High volume cash posting via credit card, EFT, direct debit and check
- Negotiations with delinquent accounts including payment plans and promissory notes
- Wrote and implemented credit, collections and operations policies
- Developed key performance indicators for department
- Key participant in tax, bank and yearly financial audits
- Monitor customer accounts for changes in financial status
- Developed collection agency relationships and procedures
- Manage customer bankruptcy filings
- Collaboration with sales representatives and their managers
- Research and analysis of credit applications for terms and limits
- Team leader for purchase and implementation of ERP software
- Corporate trainer for new office, sales and management staff

Kendall Nolan

**Credit Manager, Diamond Micro Solutions, San Leandro, CA (3/99-1/01)**

- Managed and trained accounting, customer service and operations staff
- Developed and implemented inventory audit
- Managed customer and inventory databases
- Billing and collections for over 1,000 commercial accounts
- Cash posting
- Reduced DSO from 75 days to less than 45 days
- Developed departmental budgets
- Wrote credit policy and training guides for sales and customer service
- Member of team that visited customers to facilitate sales growth and finalize contracts
- Reviewed and approved incoming orders, amounts as high as \$500K
- Analyze accounts for collection agency proceedings and legal action
- Reduced bad debt to less than 1%
- Developed warranty and leasing programs
- Research and analysis of credit applications for terms and limits

**Senior Collections Specialist, Imagine Media, Brisbane, CA (11/97-3/99)**

- Managed accounts receivable and billing for twenty magazines and web sites
- Created and implemented credit and collections procedures
- Cash posting
- Researched and resolved customer, advertising agency and sales issues
- Trained new accounting staff
- Analysis of contracts for accurate invoicing
- Reduced DSO from 75 days to less than 45 days
- Developed billing procedures for website advertisers
- Developed forecasting and collections reporting for senior management
- Work with programmers to customize accounting and reporting software
- Research and analysis of new account credit applications for terms and limits

**Credit Manager, E. Besler & Co, Elk Grove Village, IL (11/90 – 7/97)**

- Promoted from accounts receivable clerk
- Managed and trained billing and accounts receivable staff
- Developed training guide for accurate billing of harmonized tariff codes
- Published weekly collection reports for senior managers
- Reduced bad debt to zero
- Research and analysis of new account credit applications for terms and limits
- Maintained DSO standard of thirty days
- Funding and reconciliation of corporate accounts including USD, Deutschmarks and French Francs
- Month and year end closings
- Back up for accounts payable; domestic and foreign vendors

**Additional Information**

- Microsoft Outlook, QuickBooks, Fishbowl Inventory, Tableau, SFD, FDM4, Magento, Intiza, SYSPRO, NetSuite, Sequel, Sage, PeachTree, Crystal Reports, KBP 15,000, WPM 60
- University of Reno, BA of Art and Cultural Anthropology - Graduation 2024
- Reno PBS - Volunteer 2018 - present; Citizens Advisory Board member 2020-2022
- Art for All Nevada - board member 2023
- Reno Sparks Chamber of Commerce Leadership Certification Program - 12/2021
- PCI DDS Security Certification, 2019
- Critical Thinking & Problem Solving, Rochester Institute of Technology, 2018
- Accountability Training Certification, Partners in Leadership 2014
- Communications / Journalism, Wilbur Wright College, Chicago, IL 1986 – 1988

