

ASHLEY KENDRICK

Jacksonville, FL | (904) 437-7549 | info@malachisicecreambar.com

PROFESSIONAL SUMMARY

Governance-minded operations and communications leader with 10+ years of experience across enterprise banking, regulated business operations, and community-based leadership. Brings a balanced background in compliance oversight, financial controls, executive reporting, and stakeholder communication. Known for translating complex requirements into clear, actionable direction while supporting accountability, transparency, and sustainable decision-making.

CORE SKILLS

Governance & Oversight • Compliance & Risk Awareness • Executive & Stakeholder Communication

Financial Controls & Reporting • Process Improvement • Issue Tracking & Resolution Policy & Procedure Implementation • Cross-Functional Collaboration

Performance Metrics & Trend Analysis • Community & Board Engagement

EXPERIENCE

Founder & Operations

Malachi's Ice Cream Bar | Jacksonville, FL

April 2023 – Present

- Built and governed a regulated business from concept through full operational launch, establishing controls, compliance processes, and reporting frameworks from day one.
- Oversaw compliance related to licensing, tax reporting, payroll, vendor contracts, and local regulations.
- Developed internal reporting, pricing models, and performance dashboards to support informed decision-making.
- Implemented issue-resolution workflows and accountability standards across operations and partnerships.
- Served as primary point of contact for vendors, and community partners.

VP Senior Operations Manager – Enterprise Program Enablement

Bank of America | Jacksonville, FL

May 2020 – September 2023

- Core operations and governance leader for the national Paycheck Protection Program (PPP).
- Supported enterprise execution across multiple lines of business impacting 5,000+ associates.

- Built executive dashboards and reporting to track adoption, performance, and risk indicators.
- Led onboarding and compliance workflows for 3,000+ system users.
- Coordinated issue tracking, root-cause analysis, and corrective actions.
- Translated regulatory guidance into clear enterprise communications.

VP Financial Center Manager

Bank of America | Jacksonville, FL

2014 – 2020

- Held responsibility for daily operations, internal controls, and audit readiness.
- Managed escalation processes and compliance execution.
- Produced performance reporting and forecasts.
- Achieved sustained revenue growth while adhering to governance standards.

Service Manager

Wells Fargo Bank | Jacksonville, FL

2012 – 2014

- Led branch operations, audits, and customer experience performance.
- Managed escalations and compliance adherence.
- Coached and developed team members.

EDUCATION

Florida State College at Jacksonville

Bachelor of Science – Communications & Media (Expected May 2026)

Associate of Arts – Communications (2014)

CERTIFICATIONS

- Artificial Intelligence in the Workplace Certificate — University of North Florida (Completed December 2025)