

SUMMARY:

Experience includes leader and individual contributor with global responsibilities with enterprise process initiatives and regional operations management with strong decision making, problem solving, and communication skills.

ATTRIBUTES

| | | |
|----------------|-----------------------|------------------|
| Independent | Energetic | Analytical |
| High Integrity | Transparent | Strategic Vision |
| Loyal | Organizational Mentor | Creative |

SKILLS

| | | |
|-----------------------|----------------------|---------------------|
| Budgeting/Forecasting | Financial Management | Process Improvement |
| Vendor Relations | Inventory Management | Proposals/Contracts |
| Customer Relations | Personnel Management | Quality/Training |
| Internal Controls | Project Management | Procurement |

EXPERIENCE:

IFB Solutions (Winston-Salem Industries for the Blind)—Winston-Salem , NC

2017-2019

Proud supporter of the mission of IFB Solutions to help provide employment for those who are blind within IFB's Optical Services organization known as Twenty200.org

Supply Chain Management – Manager, Inventory & Purchasing

- Managed strategic planning of the optical inventory / purchasing, supporting ~50 partners and vendors
- Directed daily activities for 20 Optical support staff across seven departments
- Managed daily receiving and shipping of more than ~1200 unique orders, +250K annually
- Directed optical WMS functions for more than 40K frames/10K lenses
- Reduced inventory holdings: 42% in 2 years. Increased inventory turn: 19%
- Managed daily consumables supply and procurement, ensuring no production stoppages
- Directed Work in Process (WIP) and Bill of Materials (BOM) for external partners; On time delivery: 95%

Volvo Group North America – Greensboro, NC

2001-2014

More than 13 years of progressive responsibility from pricing and analysis to senior level regional and global customer and product support – Pricing management, forecast management, along with business and financial planning within a global industrial IT environment.

Financial Analysis- IT Products and Services

2012-2014

- Business Control responsibilities for 12 Departments/200 FTE's/\$52MM
- IT pricing for the America's: ~\$120MM Labor/\$70MM products & services
- Annual budget and forecasting process including period end analysis and reporting
- Standard cost calculations; labor, products/services, and equipment.
- Utilized SAP BI/BW, FI/CO, HR, SD; and other related ERP software applications.

Service Portfolio/Customer Intelligence Analysis

2008-2012

- Increased satisfaction levels by 34% while standardizing the margin of IT product portfolios and services ensuring 100% cost recovery
- Coordinated IT product portfolios and service pricing and managed the TCO and ROI process analysis
- Supported IT service level assessments, process mapping, and documentation strategies
- Conducted customer satisfaction and forecast analysis: ~900 global decision makers
- Supported CRM process and solution strategies utilizing SAP and MS SharePoint
- Organizational liaison with sales, marketing, finance, PMO and product development
- Trained Customer Relations staff on profitability, ROI, and management style.

Customer Relationship Management (CRM) / IT Finance

2001-2008

- Conducted monthly national teleconferences for 19 account managers/support staff
- Managed IT service pricing and product development committees
- Developed IT proposal, contract and service level agreement processes and templates
- Defined customer relations process and structure utilizing SAP's BW and CRM solutions
- Defined customer segmentation models; improving customer satisfaction by 22%
- Developed, trained and conducted:
 - Customer care initiatives, complaint handling, and conferences
 - Internal training for customer relationships and commercial support
 - Data collection, requirement analysis, and reporting, including customer satisfaction surveys
- Managed \$110M budget process to ensure profitability requirements.

DXC (Formerly known as-Computer Sciences Corporation (CSC))- Moorestown, NJ**1992- 2001**

Proactive support of the deployment activities for an US Military IT services contract; accountable for: supplier relationships, procurement (RFx's), scheduling, staffing, production and material planning (BOM's), budgeting, engineering, project management, training and procedural documentation. Security Clearance Level: **Secret**

Senior Manager: IT Deployment - Integrated Logistics Support

1995-2001

- Directed budget of \$55 million annually: \$40MM assets/\$15MM labor
- Total resource management of 41 staff and a total of 100 FTE's across three primary sites
- Directed material planning: Supplier management, procurement, receipt, production and delivery
- Directed project / program management and engineering activities for requirement analysis, engineering designs, and physical preparation for the deployment of 20 unique facilities per year
- Cross functional management of technical and administrative roles; training, software integration & testing, maintenance, and other support organizations
- Developed business process mapping / improvement efforts across multi-department organizations
- Directed vendor management activities for third party IT service providers
- Managed CMM processes to achieve SEI 3+ rating
- Directed process management/improvements for portions of an ISO 9000 certification.

Project Manager; Deployment - Systems Design/Engineering

1992-1995

- Managed project budgets and financial analysis: \$2MM project average
- Managed the design of engineering installation, facility drawings and bills of material(BOM)
- Maintained vendor activities, inventory control and configuration management for installations (BOM: ~500 items/project)
- Trained staff with survey techniques, hardware architecture design, and installation procedures
- Conducted deployment site specifications, designs, and installation of IT infrastructure: 5 sites per year
- Completed hardware and network analysis and architecture design
- Developed a thorough knowledge of HVAC, and Power requirements for IT systems
- Designed physical layouts to include computer rooms, training rooms, and user space up to 30k sq.ft.

EDUCATION:***Master of Science – MS, Engineering Management (incomplete)***

New Jersey Institute of Technology; Newark, NJ

Financial Systems, Six Sigma, TQM, Project Management, Industrial Management, Logistics

Bachelor of Science – BS, Industrial Engineering

Kennesaw State University - (Formerly known as Southern Polytechnic State University); Marietta, GA

Project Mgt., Process & Quality, Industrial Mgt., Facility Design, Inventory Mgt., Logistics

VOLUNTEER:

Business Planning & Support, Building & Construction Outreach, Career Counseling, Youth and Children, Dog rescues foster/adoption - Board Treasurer/President, Animal Shelter Board Member.