



## PROFILE

# WILLIEM SCHRAMADE

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Self-motivated, highly experienced, and efficient Vendor Manager who can build rapport easily and maintains productive client relationships and develops effective client and patient assistance procedures. Proficient in all areas of vendor management including the application of basic financial and accounting practices. Excels at multitasking and overseeing various vendor management duties.

### CORE QUALIFICATIONS

- High integrity, energy, and good interpersonal skills
- Self-directed, detail-oriented, organized, and exercises good judgment
- Able to multi-task and work effectively across multiple organizational units
- Experienced managing the delivery of services in a matrixed environment with a diverse portfolio of Third Parties

## PROFESSIONAL EXPERIENCE

### Vendor Manager

#### BMI Group

📅 08/2017 – present 📍 SEATTLE, US

#### Main Responsibilities & Contributions:

- Developing and maintaining vendor scorecard program to measure the nationwide performance of 95 vendors with an emphasis on Time, Quality, Support, and Compliance improving overall performance by 40%.
- Working with key stakeholders and vendors to establish annual goals/objectives and monitoring progress throughout the year, including providing course-correction guidance as warranted to guarantee agreed service.
- Educating and partnering with Process Owners to conduct Initial risk assessments on Third Parties during the on-boarding process and ongoing risk assessment through the duration of the Third Party relationship.
- Constantly improving communication between Technology and Front Office Business functions, working through Business Partners (Process Owners) and Technology Managers.

### Vendor Manager

#### Tech Data

📅 09/2013 – 03/2017 📍 TEXAS, US

#### Main Responsibilities & Contributions:

- Successfully negotiated a multi-year IT outsourcing contract that resulted in a savings of \$1M over the term of the agreement.
- Established effective partnerships with external suppliers, ensuring there was a shared vision and priorities and effective ways of working as appropriate.
- Maintained a relationship with these suppliers and ensured processes and procedures for regular supplier contract reviews are in place.
- Managed the budgeting and operational costs of the third party delivered services.
- Ensured that the supplier invoicing process was managed correctly and matched the supply of services.
- Worked with the procurement and security functions to build effective supplier assurance processes and mitigate supply chain risk.
- Worked with suppliers to build management reporting which allowed for correct deal monitoring, service consumption analysis, and facilitated matching upcoming demand.