Lauren Ryman

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PROFESSIONAL SUMMARY

Results-driven Program Manager with extensive experience directing complex projects, enhancing ERP systems, and reducing operational procedures to increase efficiency and profitability. Proven success in using data-driven insights to increase forecasting accuracy, save costs, and improve supply chain efficiency. Capable of cross-functional cooperation, KPI formulation, and customer relationship management, with a proven track record of consistently meeting corporate goals and surpassing expectations.

CORE COMPETENCIES

Program Management • ERP System Implementation • Workflow Optimization • Forecasting & Budgeting • Data-Driven Decision Making • Supply Chain Management • Inventory Control • Process Improvement • KPI & Dashboard Development • Root Cause Analysis • Project Coordination • Customer Relationship Management • Cross-Functional Collaboration • Financial Analysis • Compliance & Standards Management • Strategic Planning • Cost Reduction Initiatives • Vendor Management • Executive Reporting • Operational Efficiency

PROFESSIONAL EXPERIENCE

Program Manager
VirTex Enterprises – Austin, TX & Plano, TX (Hybrid) | October 2023 – Present
- Configured, tested, and optimized ERP workflows to align with financial, operational, and supply chain objectives; improved forecasting accuracy and reduced planning cycle time by 15%.
- Led customer-facing program execution for $5.7M in new business awards, utilizing ERP data to identify cost savings, enhance production schedules, and build customer trust in delivery capabilities.
- Developed and maintained program-level KPIs, dashboards, and executive reports on schedule performance, cost variances, inventory turnover, and material shortages; enabled data-driven decisions that reduced supply chain disruptions by 30%.
- Analyzed Purchase Price Variance (PPV) reports to identify root causes of cost discrepancies; implemented corrective actions in ERP systems, improving cost accuracy and reducing discrepancies by 18%.

Customer Support Representative
Specialty Coating Systems – Austin, TX | December 2021 – October 2023
- Configured and optimized ERP workflows in Infor CloudSuite (SyteLine), achieving promotion to Global SyteLine Support Specialist; improved system efficiency by 15% and enhanced user adoption across teams.
- Managed production schedules within ERP, analyzing demand forecasts and material availability; reduced delivery delays by 20% and increased on-time shipments by 25% through proactive order management.
- Strengthened customer relationships across 100+ accounts by improving order accuracy, optimizing sales pipelines in ERP and CRM platforms, and supporting 110% year-over-year revenue growth.
- Analyzed operational data and identified workflow inefficiencies; implemented process improvements that increased operational efficiency by 18%, reduced response times by 12%, and accelerated data retrieval by 30%.

Operations Administrative Assistant
Specialty Coating Systems – Austin, TX | March 2020 – November 2021
- Designed and implemented an ERP-integrated Kanban inventory control system; reduced inventory costs by 20% and improved production efficiency by 15% by ensuring material availability for production schedules.
- Developed and maintained document control processes to ensure compliance with AS9100, ISO9001, and ITAR standards; supported successful AS9100 certification through documentation management and corrective action tracking.
- Coordinated AS9100 audit preparation, aligning records and processes with certification requirements; streamlined audit readiness efforts and ensured timely submission of evidence.

- Improved ERP and MRP data accuracy by refining data entry procedures across inventory, procurement, and quality modules; increased reporting accuracy by 30%, enabling better operational insights.

MET Team Project Coordinator
The Home Depot – Houston, TX | July 2017 – December 2019
- Aligned project scopes with corporate strategies and customer requirements, supporting a 98% on-time project completion rate while ensuring adherence to safety, quality, and operational standards.
- Coordinated project schedules, milestones, and deliverables across teams; facilitated status meetings and reporting that improved leadership visibility and accelerated decision-making by 30%.
- Developed and implemented standardized operating procedures (SOPs) for project execution, increasing process efficiency by 25% and reducing rework.
- Conducted post-project evaluations, identifying opportunities for process improvements that reduced execution times by 15% and enhanced consistency in project delivery.

Administrative Service Associate
Lowe's Home Improvement – Central Delivery Terminal, Houston, TX | October 2016 – July 2017
- Managed delivery operations using Genesis OMS and IBM Sterling platforms; decreased order processing times by 20% and increased on-time in-home delivery performance by 25% through improved logistics coordination.
- Resolved customer inquiries and delivery concerns 30% faster by analyzing data trends and identifying recurring issues; contributed to improved customer satisfaction and brand loyalty.
- Integrated ERP-driven process enhancements, identifying and eliminating workflow inefficiencies across logistics, inventory, and customer service teams; improved overall process efficiency by 18%.
- Analyzed financial and operational data to support cost reduction strategies; identified opportunities that reduced annual operational expenses by $75,000 while maintaining service quality.

EDUCATION
Bachelor of Business Administration in Computer Information Technology
   Texas A&M University Central Texas