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# JOHN JOHNSON

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## Chief Executive Officer

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### Summary

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Products & Services – Customer Experience – Medical Devices & Imaging  
*Executive Leader for Operations, R&D, Commercialization, Customer Service, & Sales*

**Seasoned executive** with a solid reputation for achieving corporate growth objectives through providing strategic direction, diverse perspectives and positive leadership. Increases organizational efficiencies and improves sustainable revenue while reducing costs. Proven operations strategist with a track record in leading complex improvement initiatives and applying solid technical, research and analytical abilities.

#### ***Core Competencies***

- *Technology Innovation*
- *Market Share Leadership*
- *Margin Expansion*
- *Customer & Brand Loyalty*
- *Operations Management*
- *Quality Assurance*
- *M&A Due Diligence*
- *Marketing Tactics*
- *Interpersonal Communication*
- *Partial Fluency: Italian/German*
- *Commercial Execution*
- *Budgeting & Forecasting*
- *P&L Management*
- *Global Business Development*
- *Strategic Planning & Analysis*

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### Work experience

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Oct 2012 - Present

Senior Vice President, Innovation & Operations

*CARL ZEISS MEDITEC, INC*

Hired in October 2012; received two promotions leading to current SVP role within a two-year time frame. Drive organizational transformation of Retina and Glaucoma business with expanding focus across multiple functions, leading a team of 300+ direct reports in locations throughout China, India, Germany and the US.

- Drove changes in organizational structure and leadership to improve SW release cycles by more than 2x following organization assessment of the R&D and Marketing
- Identified and secured key future OCT technology through negotiations for exclusive license that will result in product cost reduction of 50% with increased product performance
- Sought out opportunities to reduce operational capacity without impacting customer satisfaction leading to a reduction of manufacturing expenses by over 15%

2009 - 2012

Divisional/Senior Vice President, Operations & Global Customer Services

*ABBOTT MEDICAL OPTICS(AMO)*

Effectively fuelled service improvements that significantly impacted quality and customer satisfaction. Supervised 600 direct and 200+ indirect reports in 20 countries in the area of Equipment Operations, including operations in California, New Mexico, Ireland and Puerto Rico. Saw more than a \$150M annual budget with full-service business accountability. Tripled revenue at AMO through acquisitions and organic growth. Served as Executive Sponsor to \$200M Global Refractive Franchise business.

- Co-founded Reliability Steering Team; brought together cross-functional executive leaders to evaluate current state of business and develop a plan to integrate reliability into the design process
- Realized cost advantages by porting ISS software platform into AMO infrastructure; built overall

- strategy based on reputation for problem solving, R&D and industry expertise
- Capitalized on R&D knowledge to secure patents as inventor/co-inventor for Medical Product Management Methods, Medical Data Tracking, Analysis, and Aggregation System
- Led continuous Improvement and Lean deployments, with later CPI adoption across all AMO products; yielded a 32%+ cut in gross inventory to \$42M, a 27% rise in spare parts inventory turns, and a doubling in Repair Center monthly output
- Oversaw a total system performance charter with a \$150M budget and P&L authority
- Created a divisional Continuous Product Improvement process
- Reduced pre-operative errors within the phacoemulsification unit and led a R&D revamp
- Saw \$2M in Annual Purchase Price Variance savings from supplier collaboration
- Achieved a ~12% cut in laser product labor hours by utilizing a Lean approach in equipment operations
- Worked in a Chief Architect capacity for a single-platform global services operation completed in 30 months for all AMO businesses; resulted in a 70% Net Promoter Score and service-level improvement
- Provided coaching in the development of a new CAPA and FDA site readiness process to improve site and global performance; completed several FDA inspections without observations

2008 - 2009

#### President, Integrated Surgical Solutions (ISS) Subsidiary

##### *ABBOTT MEDICAL OPTICS(AMO)*

Drove operational and service improvements of significant impact to quality and customer satisfaction, with 600 direct and 200+ indirect reports in 20 countries across the areas of Equipment Operations, Manufacturing, Logistics, Engineering, Quality and Materials.

- Co-founded Reliability Steering Team across all AMO product lines; brought together cross-functional executives to evaluate current state and develop plan to make the design process a more reliable one
- Phased a division-wide Business Excellence deployment

2005 - 2007

#### Vice President, Global Customer Support

##### *ABBOTT MEDICAL OPTICS(AMO)*

Sought during post-VISX, Inc. merger period to take instrumental turnaround role in company integration, assessment of AMO Customer Support practices, leadership team evaluation, and planning global services platform. Directed 150+ employees and \$17M annual budget. Planned/built support for Global Customer Services Vision, Mission, and Strategy, influencing CEO/CFO on changes required for repeatable customer experience. Conferred with technical teams on SAP Customer Support integration for global operations.

- Instituted new approach hailed for effectiveness; interviewed customers, patients, colleagues and field service engineers to launch “Voice of the Customer” project
- Designed/implemented surgical center and supported Lean Consumption mapping initiatives
- Set stage for growth; developed a ground-up service operation key to Advanced Medical Optics’ eventual #1 market share position for refractive product line
- Addressed call center issues in California, Ireland and Japan, as well as solutions to help deal with the manual Field Operations’ lack of global service infrastructure

1995 - 2005

#### Earlier Experience

- **Vice President–Worldwide Service, Nuclear Medicine Division**, Siemens Medical, 2001 – 2005
- **Global Program Manager, Germany – Special Assignment**, Siemens Medical, 2000 – 2002
- **Vice President–Worldwide Service, Nuclear Medicine Division**, Siemens Medical, 1998 – 2001
- **Project/Group Manager** – Research & Development Group, Siemens Medical Solutions, 1995 – 1998

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## Education

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**BACHELOR OF SCIENCE**, Mechanical Engineering, Bradley University

**GENERAL MANAGEMENT PROGRAM**, Duke University

**CERTIFICATE,** Business Management, MIT Sloan School of Business

*Additional Leadership Development: Building, Leading, and Sustaining the Innovative Organization*

*Reinventing Your Business Strategy | Understanding and Solving Complex Business Problems*