

TAMMY CALLAHAN

hello@tammycallahan.com | www.linkedin.com/in/tammycallahan

skills

HTML/CSS/JavaScript
Ruby on Rails
SQL (MySQL)
SiteTracker (Salesforce App Cloud)

MS Excel (Power Query, Power Pivot)
Power BI
Analytics (6 Sigma Certified Black Belt)
MS Project

Relational Databases
MS Access
Zapier
Smartsheet

education

Graduated Magna Cum Laude with a **Bachelor of Science in Electrical Engineering** with highest G.P.A. in School of Engineering Class, Alfred University - Alfred, NY

relevant online training:

CareerFoundry Web Developer Bootcamp (completing 2/2018), MySQL Bootcamp, One Month Ruby

professional experience

SAC WIRELESS, LLC, Chicago, IL

2015 - 2017

Director of Systems & Analytics

2015 - 2017

- Led a team that maintained and managed systems and tools for the Operations team, provided data analytics including company-wide and executive level reporting and dashboards, and provided training and process development. New team formed in 2015.
 - Provided demonstrations of SiteTracker to internal and external customers. SiteTracker C-Level leadership provided very positive feedback on the demos and their confidence in my ability to represent the product.
 - Developed training and process documentation for SAC use of SiteTracker. Have also done this in many roles in the past as well.
 - Collaborated with various user teams to obtain feedback and needs in order to guide the SAC roadmap for new releases that we have developed and SiteTracker product releases to SAC.
 - Obtained and provided requirements for new product expansion projects to the SiteTracker team plus act as project manager through release.
 - Provided specific and regular feedback to the SiteTracker team on product issues and features.
- Led the launch of two new SAAS applications, SiteTracker and Siterra, to provide company-wide project management. Previously, no consistent process or centralized tool was used to track customer projects. Teams utilized varying processes and tools such as Excel, SharePoint and Microsoft Project to track customer projects, which prevented standards and company level reporting and analytics.
- Identified a SAAS application that not only better satisfied needs than the existing, but also at a lower cost. New application was implemented in record time (6 weeks) in order to complete transition without requiring additional cost of a contract extension.
- Developed Executive level and operational level reporting on topics such as cycle time analysis, throughput, and financial reporting and dashboards utilizing Microsoft BI tools (Power Pivot, Power Query, Power BI). Prior to this, very limited company or regional level reporting was available at SAC.
- Provided training and guidance for teams on new tools and reporting.
- Provided analytics and support for Executive level meetings.

U.S. CELLULAR, Chicago, IL

2006 - 2015

Senior Manager, Device Launch Management in Marketing

2013 -2015

- Led a team of six that managed the new product introduction of devices and pre-loaded applications through commercialization and in-life management coordinating with teams including vendors, engineering, communications, go-to-market and supply chain.
- Led a major quality customer-impacting program.
 - Analyzed and presented quality data to executives and vendor.

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- Coordinated with multiple teams (customer service, supply chain, vendor, and third-party managing customer service calls for the campaign).
- Provided reporting and status to the executive level including CEO.

Senior Manager, Supply Chain Effectiveness in Device Supply Chain 2011 -2013

- Established new team of 5 to lead and support the Planning and Logistics teams in financial and data analysis, report development, process improvement and development, and project management.
- Hired and developed roles on team consisting of managers, analyst, reporting analyst and financial analyst.
- Team Accomplishments included a new budget process which increased budget accuracy and communication, improved efficiency in report generation and data analysis, led a project implementing additional SAP modules, acted as the logistics subject matter expert on an enterprise project that launched a new sales channel in WalMart, trained Device Supply Chain in Microsoft Access and SCOR, and improved dashboards and metrics.

Manager, Enterprise Program Management in Enterprise Program Management 2009 -2011

- Led 3 Business Analysts in Process Analysis for a major enterprise supply chain program transitioning a third-party logistics provider to a new provider and updating processes.
- Developed guidelines and templates for process documentation in coordination with other process analysis teams.
- Train and consult with other teams on process analysis.

Manager of Cell Site Services in Real Estate Services 2008 -2009

- Led 12 direct reports responsible for the administration of cell site, retail and office leases and processing cell site co-location applications from initial review through lease execution.
- Increased co-location revenue while ensuring the current and future viability of the network. Exceeded 2008 revenue goal by \$6M (goal was \$21M, ended year at \$27M).
- Developed and implemented processes and procedures to increase work flow efficiencies within the team.
- Supervised and responded to issues and questions from landlords and tenants.
- Led team to remediate a Sarbanes-Oxley significant deficiency by developing and implementing new procedures including creating a database to monitor and analyze data quality reviews.
 - Provided weekly status to Controller, Finance Directors, and Internal Audit.
 - Successfully resolved after presenting new process to our external Accounting Firm and their subsequent follow-up audit.

Quality & Process Improvement Manager in Billing Control Services 2006 -2008

- Led the Process Improvement efforts in Revenue Assurance and Payment Control. Provided input and leadership on design of Business Support Services Six Sigma program.
- Conducted training in Six Sigma to Green Belt Candidates and entire department.
- Mentored 22 Green Belts on their Six Sigma projects.
- Designed and developed an Access database for tracking of Six Sigma projects including scorecard and reports.
- Led BCS process mapping and documentation effort for the 69 identified processes in the organization.

LUCENT TECHNOLOGIES, Lisle, IL

2004 -2006

Impact Improvement Manager in Supply Chain Networks 2005 -2006

- New group focused on process and tool improvement within the Supplier Management Group.
- Developed and facilitated a multi-day program to identify improvements to the contracting process.

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Telecommunications Supply Manager in Supply Chain Networks

2004 -2005

- Sourced, negotiated and managed supplier relationships for telecommunications services for Lucent internal use: long distance circuits, SONET rings, audio and video conferencing. Suppliers were also top customers to Lucent.
- Sourced and negotiated contracts, which resulted in savings of \$3.8M annually.
- Created Access database to track RFx's, quote responses and implementation tracking.

RR DONNELLEY, Senior Integration Leader in Supply Chain

2002 -2004

- Led current state assessment of direct materials and outsourcing purchasing processes in five plants including process mapping each plant's process and documenting system interfaces.
- Created and implemented one standard requisition process and form to enable centralization for all plants.

KRAFT FOODS, Integrated Supply Project Manager in Procurement

2000 -2002

- Managed operational issues at 10 plants with MRO storerooms operated by an integrated supplier. Included resolving relationship & operational issues and implementing new programs such as standard operating procedure processes and reporting. Led cross-functional team in developing Standard Operating Procedure processes to be used at all 33 plants with In-Plant Stores.
- Acted as liaison between Procurement & the Information Systems team in the following:
 - Led team to gather & supply needed material data for inventory management & MRO purchasing in SAP for the 33 plants. Created Access database to track and enter information for 4000 new suppliers to system.
 - Developed and led training with team on new processes in SAP

NAVISTAR INTERNATIONAL, Senior Corporate Buyer

1998 -2000

- Sourced \$120M annually of wiring harnesses, lighting, vehicle instrument panels, instrumentation and gauges. Suppliers from US, Canada, Mexico and Taiwan.
- Led on-going negotiations on an \$80M contract with a company that would consolidate four existing divisional contracts into one long-term agreement with the parent company.

GENERAL ELECTRIC, Multiple GE Companies

1992 -1998

Business Analyst in Global Services

1997 -1998

- Utilized Six Sigma methodologies to resolve issues and provide solutions.
- Created training manual and trained suppliers and employees on the implementation of Pull system.
- Coordinated transition of the old Pull System to Oracle with the Oracle team.
- Mentored Customer Service, Field Service and Product Planning Green Belt teams working on 6 Sigma projects.

Contracting Agent in Sourcing

1994 -1997

- Negotiated price, quality and delivery of commodities (insulation, Copper, wire, hardware) with annual volume of about \$40MM. Suppliers from US, Canada & Europe.
- Commodity leader of Insulation Commodity Team

GE Manufacturing Management Program

1992 -1994

Corporate Training Program for engineers involving extensive training and four assignments in various functions and locations. Only approximately 100 selected worldwide in cohort.