

Client Optimization Manager Client Optimization Manager Jacksonville, FL Work Experience Client Optimization Manager Surgere, Inc - Green, OH 2018 to 2019 Worked independently to understand, analyze, and resolve customer concerns and issues. Conducted meetings with customer operations teams to identify solutions to process flow problems. Collaborated with engineering, IT project management and software development to define process improvements and then implement those solutions in the daily operation. Managed installation of electronic equipment, performed quality assurance testing, trained users and supported them during the user acceptance testing. General troubleshooting and problem reconciliation involving cellular data transmission, electronic sensing, and related RFID data collection devices. Senior Systems Operation Analyst CEVA Logistics - Mount Juliet, TN 2017 to 2018 Responded to customer problem inquiries after investigating and analyzing data tables and transaction logs. Responded to operations problems relating to automated conveyor sortation system and mechanical controls. Collaborated with engineering, IT software development, and operations teams to define processes, WMS application, and automation improvements and enhancements and then tested and implemented those solutions. Analyzed, troubleshooted, and resolved daily operational problems involving WMS automation and processes. Senior IT Customer Engagement Specialist 1964 - Jacksonville, FL 2013 to 2017 Consulted with customers and development teams to determine the feasibility of user change requests prior to providing cost estimates. Reviewed, evaluated, and provided estimates for IT application and infrastructure change requests that were submitted by internal IT customers. Developed cost estimating tool for IT change requests that was successfully implemented and eliminated 2 FTE positions. Compiled and analyzed data related to both open and completed change requests; reported results to business, customers, operations, and upper management. IT Project Manager TNT Logistics - Jacksonville, FL 2006 to 2013 Traveled to new and existing operation locations to participate in new Manhattan Associates PkMS WMS implementations as a member of a team of SMEs. Collaborated on joint application design (JAD) sessions mapping work flows for software changes and enhancements. Trained operations personnel in work processes and supported the operations team in executing daily production

activity. Worked directly with internal customers/employees to develop production processes to refine and streamline the processes to increase efficiency. Worked in tandem with all IT development teams (EDI, Web, Database, Reporting, and Main Infrastructure - System) to design and develop unique solutions needed for the operation processes. IT Project Implementations Manager TNT Logistics - Jacksonville, FL 2001 to 2006 Developed cost estimates for hardware, infrastructure, and services in conjunction with the business development and sales teams to support pre-sales pricing and response to external customer RFQs. Worked directly with cross-functional IT teams (EDI, Network, Wireless) to design and plan requirements for new business in "green field" installations both domestic and international. Managed and mentored a team of technical specialists that coordinated on-site service and installation of electronic hardware.

Reviewed and evaluated new and improved technology offerings. Recommended adoption of new technology to improve operational efficiency over existing hardware and software solutions leading to improvements in ROI. Managed implementation budgets ranging from a few thousand to several hundred thousand dollars and brought projects to close on-time, as expected, and within budget. Negotiated competitive pricing and delivery of time-critical products and services with vendors and service providers. General Manager Customized Transportation, Inc./CTI Logistix - Nashville, TN 1996 to 2001 Managed time-definite inbound transportation, sortation, and outbound distribution of auto assembly parts and material as a 3PL logistics service provider to a "big 3" US auto maker. Directly interacted with customer and was accountable for customer service satisfaction. Managed day-to-day operations to meet multiple KPI goals as dictated by the customer and company upper management. Winner of the Chrysler Pentastar award for Best in Class 3PL operation from 1997 to 2001. Fully responsible for P&L management of \$4-\$5M in annual revenue and exceeded company profit goals. Successfully managed and mentored a team of 5 supervisors, 36 CDL Class A drivers, 8 material handlers, and 6 clerical staff in a round-the-clock, 6 day a week operation. Successfully managed labor relations to overcome two separate union organization attempts. Relocated entire operation on two separate occasions with 100% success and customer transparency with no interruption of service. Designed, implemented,

and managed third-party collection of auto parts in south Texas and the shipment of those parts to Nashville for sortation and consolidation onto new and existing outbound transportation routes. Led the operation to ISO 9002 certification for quality assurance. Operations Manager Customized Transportation, Inc - Nashville, TN 1991 to 1996 Managed a team of 36 CDL Class A drivers including scheduling, regulatory and safety compliance. Managed and directed a team of 5 operations supervisors and 8 material handling associates in all aspects of daily operations and OSHA regulatory compliance. Established production goals and objectives for the 24/6 operation and lead team to achieve continuous customer satisfaction and 99% accuracy in pick-up and cross-dock material sortation operations. Negotiated with suppliers and vendors to purchase operational supplies and services. Planned for contingencies of the operation to meet daily freight movement requirements of customer. i.e. weather-related issues Planned and executed special scheduling to accommodate holiday production schedules of both US and Canadian auto assembly facilities. Successfully managed labor relations maintaining union-free workplace. Education Bachelors of Science in MIS Tennessee Technological University accounting Middle Tennessee State University Skills PkMS (6 years), Implementaion (9 years), It Project Management (10+ years), Operations Management (7 years), Application support (6 years), Warehouse Management (6 years), Business Systems Analysis (9 years), Mechanically adept, Hands-on

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