

Stephanie Ann Buscher

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EDUCATION

Massachusetts Institute of Technology (MIT)

Cambridge, MA

Masters of Engineering in Logistics, Supply Chain Management Program

2014-2015

- **Awards:** SCM Fellow
- **Coursework:** Logistics Systems, Supply Chain Finance, Supply Chain Analytics, Global Strategy, Data Internet and System Integration Technologies

Boston College Wallace E. Carroll School of Management

Chestnut Hill, MA

Bachelor of Science in Management, *magna cum laude*

2006-2010

- **Honors:** Golden Key Honor Society, Alpha Sigma Nu
- **Awards:** Boston College Representative and Finalist in the Berg Ethics and Leadership Case Competition, Hutchinson Memorial Award: Outstanding Marketing Student Award

EXPERIENCE

Global Market Insite, (GMI)

Marlborough, MA

Group Leader – Client Services

Jan 2013 – Aug 2014

- Managed a team of eight project managers (projected 2014 revenue: \$18 million)
 - Audited project work, directed resource planning and generated account assignments
- Developed a new client services team and process to service high volume clients that returned a 200% increase in sales in 2014
- Acted as first point of escalation for all client/project triage or problem-solving
 - Identified and contracted alternative procurement sources within cost requirements
 - Facilitated communication with consumer services to ensure B2C satisfaction levels and that the Better Business Bureau rating remained high and protocols were followed
 - Generated innovative solutions in identity verification, preserving a \$2 million relationship
- Collaborated with senior management in both Product and IT departments in the development and utilization of innovative real time procurement technology, resulting in a 50% increase in utilization in 10 months
- Performed high level monitoring and management of over 30 vendor relationships
- Provided project level reporting and demand forecasting as well as ensured that account relationships remained healthy and productive, resulting in the successful achievement of GMI's 20% growth target
- Standardized and implemented ongoing training/development procedures in conjunction with newest protocols to ensure consistency and excellence in training across company

Client Services/Project Manager

Jul 2010 – Dec 2012

- Managed all project level details to ensure client satisfaction on over 1,000 research projects totaling \$6 million from commissioning through invoicing in 2012
 - Set new company record for largest number of projects managed and highest grossing month for an account manager in December 2012
- Consulted and guided over 70 clients on best practices around online research related to questionnaire design, fielding specifications, data reporting, and analysis
- Coordinated a solution with the IT Department that reduced the cost of questionable data quality respondents by 25% a year
- Developed custom account plans and maintained account relationships, serving as the head account manager for 40% of the company's top 40 accounts in 2011 and 2012, bringing 3 new clients onto the list in 2012
- Assisted in the development of 5 new standard operating procedures rolled out company wide

ADDITIONAL

Software: Tableau, SPSS, Microsoft Office Suite (Excel, Word, Powerpoint, Access)

Additional Training: Leadership through Action (April 2013), Women in Leadership Institute (November 2013), Negotiating Conflict (November 2013),

Interests: Shark Diving, Traveling, Photography, Illustration