**CAREER OVERVIEW**

Energetic, hands-on Director with over fourteen years of experience delivering successful business outcomes thru process optimization, automation. Strong focus in building strong business relationships between cross-functional teams and strategic partnerships with distributorships and technology vendors. Diverse experience in multiple industries such as Medical Device/Biotech, Aerospace and Information Technology. Strong focus on implementing tailored Project Management/Agile & Process Improvement tools and techniques that fit the needs of the business. Successful at leveraging technology skills within Business Operation roles. Experience engaging with C-Levels & Executives presenting business challenges, opportunities and technology portfolio roadmaps. High focus on delivering results and talent development/mentorship.

**AREAS OF EXPERTISE**

|  |  |  |
| --- | --- | --- |
| Sales Operations | Lean Six Sigma | Audit Support (FDA, SOX, ISO) |
| Strategic Partnership | Process Improvement | GMP, Part 11 |
| ERP (SAP, Sage, Oracle) | Application Development & Support | Vendor Management |
| Salesforce, Sales/Service Cloud | Project & Program Management | Supply Chain |

**IMPACT / CONTRIBUTION / ACCOMPLISHMENT HIGHLIGHTS**

* Implementation of Salesforce (Sales Cloud/Service Cloud) to Sales & Marketing Organization
* Development & Implementation of Business Apps to Sales & Marketing Organization.
* Consolidation of Commercial Operation functions between Business Units (~$500K).
* Design & implementation of Biotech Consignment Inventory Management strategy. $500K+ in yearly incremental revenue. Started as pilot program to department function.
* Automation of Customer Service Credit Card Processing. 25% reduction of Case Close time.
* Systems Validation of $10MM Med Device Lyophilization chamber for NPI strategies.
* Strategic Partnership with HP Engineering for new HP printing systems supply chain strategy, $80MM
* Optimized HP’s outbound freight strategy, (servers, networking solutions) reducing by 40% cost per pound
* Supported ERP SAP implementation to enable site as a Global Distribution Center.
* Support PMO efforts of $110MM contract award of Commercial Space Program (CMG).

**EDUCATION & CERTIFICATIONS**

|  |
| --- |
| * B.A. Business Management/ Information Systems, MIS (University of Puerto Rico, 2005) * Project Management Professional, PMP (PMI) |
| * Lean/Six Sigma Black Belt (HP) * Lean/Six Sigma Green Belt (Honeywell) |

**PUBLICATIONS**

* TissueTech Launches Custom Mobile CPQ Application in Just 6 Weeks. [Business Insider](https://markets.businessinsider.com/news/stocks/biotechnology-leader-tissue-tech-launches-custom-mobile-cpq-application-in-just-6-weeks-1027321243)
* Skuid named a strong performer in Mobile Low-Code Development Platforms. [Business Insider](https://markets.businessinsider.com/news/stocks/skuid-named-a-strong-performer-in-mobile-low-code-development-platforms-by-independent-research-firm-1027439729)

**PROFESSIONAL EXPERIENCE**

**TissueTech (Med Device, Biotech) April 2015–Present**

**Director Sales Operations: Sales Systems, Customer Service & Business Process** January 2018–Present

Reporting to VP of Commercial Operations. Drive Commercial strategies via Business Process Optimization & Automation Projects. Manage Commercial Systems PMO. Serve as Commercial liaison between Sales, Marketing, Medical Affairs, Supply Chain & IT to ensure business operating plans are met. Manage CRM (Salesforce) environment enabling sales processes (i.e. Business Planning, Performance to Quota, Consigned Inventory Management, Territory Alignment) and sales reporting. Manage integration between ERP & CRM. Support AOP & QBR efforts. Manage Customer Service Operations enabling OTC (order to cash) & Customer/Sales support process. Manage team of Sales Ops Analysts, System Administrators/Developers, 3rd Party Vendors, Customer Service Managers & Representatives. Present to C-Suite and VPs Sales Technology Roadmap. Manage Sales Technology Budget.

**Senior Manager, Sales Automation & Technology** April 2015–Jan 2018

Design, implementation and optimization of commercial processes and support such via Sales Systems (Territory & Quota Management, Sales Reporting, Opportunity Management, Inventory Management). Manage data integration efforts via CRM, ERP & ancillary data. Partner with IT to ensure proper infrastructure is enabled for commercial operation processes. Management of Sales Logistics functions (Consigned Inventory). Manage team of Sales Ops Analysts and Systems Administrators to ensure proper support of Commercial Operations.

**Microsoft (IT) October 2014–April 2015**

**Senior Consultant**

Manage business relations with business Leaders in Mexico and Brazil in the execution of Lean/Six-Sigma specific projects in the portfolio by documenting & analyzing processes, interviewing subject matter experts to identify qualitative themes, and executing specific work packages as needed to drive execution across EPG & SMBs.

Create and maintain a library of documentation to facilitate PMO governance structure including but not limited to updating project plans & milestones, tracking project business metrics (KPIs) and creating executive level status reports.

**Hewlett Packard (IT) January 2011–October 2014**

**Business Operations Manager**

Manager of Supply Chain Operations for network solutions, servers & digital printing systems. Ensure finished goods and raw material inventory levels were aligned with Business expectations (~$20M per month). Manage strategic partnerships with hardware distributors & contract/bid processes. Manage inbound/outbound freight strategies. Lead team of supply chain planners, buyers & coordinators. Part of HP’s Lean Six Sigma mentorship program helping engineers achieve green belt certification status.

**Honeywell Defense & Space (Aerospace) October 2008–January 2011**

**Program Planning & Control Analyst**

Support PMO efforts of Commercial Space Programs such as the manufacturing and delivery of Control Momentum Gyroscopes. Foster business relationship management via QBRs, strategic reviews, Operational Plan reviews (AOP). Enforce Program Management methodologies such as Earned Value, SPI, CPI, EAC/EAT, IMS.

**Integra Lifesciences (Med Device) January 2005 –October 2008**

**IT Project Manager**

Support company’s product portfolio growth via project management of company’s Computer System Validation efforts. Development and execution of protocols, reports and procedures. (URS/FRS/IQ/OQ/PQ/SOPs). Implementation/management of IT Systems such as CCTV, Access Control, Servers and Support Systems. Promote strategic partnership with Engineering, Quality, Finance and GMP Operations. Management of IT vendors and infrastructure implementation projects.