

**EXECUTIVE LEADERSHIP SUMMARY**

**Keen understanding of Customer Support and Commercial business priorities. Career history of driving high-level initiatives and bottom-line performance of business operations, domestically and internationally.**

Savvy business executive offering quantifiable expert-level program leadership successes in multiple industries. Proven Change Agent, leading cross-functional initiatives at the division and business level. Valuable blend of leadership, business acumen, and capability building expertise. Consummate team-builder who unifies people and organizations to full productivity by soliciting ideas from all stakeholders and demonstrating commitment to quality and professionalism.

**KEY STRENGTHS**

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| <ul style="list-style-type: none"><li>• <b>Leadership / Team Building</b></li><li>• <b>Multi-site Operations</b></li><li>• <b>Kaizen/Six Sigma/Process Optimization</b></li><li>• <b>P&amp;L Management</b></li><li>• <b>Technical Service Operations</b></li></ul> | <ul style="list-style-type: none"><li>• <b>Customer Service Operations</b></li><li>• <b>Strategic Planning &amp; Execution</b></li><li>• <b>Change Management</b></li><li>• <b>Needs Assessment / Effective Solutions</b></li><li>• <b>Project/Program Management</b></li></ul> |
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**EXPERIENCE & SELECTED HIGHLIGHTS****Ethicon (JOHNSON & JOHNSON), Cincinnati, OH (09/13 – 03/17)**

Design, manufacture and marketing of medical devices providing Physicians with surgical and non-surgical solutions.

**Director, Strategy Execution - Direct Report to multiple Senior Leader Stakeholders**

Responsible for leading high-impact business initiatives and building key Capabilities for the Ethicon Energy and Endo-Mechanical Product Platforms, driving \$5B+ in annual sales.

- Led team of consultants, project managers and subject-matter experts to deliver the global future state process for major functional element of the J&J Medical Devices Integration. Included in this effort was the evaluation and selection of appropriate IT system solutions for the function, Change Management and training development.
- Led cross-functional team to assess integration requirements for commercial contracting processes for two \$5B+ business units in North America. This 5-month effort delivered a future-state plan for business process, organizational structure, roles and responsibilities and IT system recommendations.
- As member of the Energy Device Platform Leadership Team, identified and built key business capabilities to ensure the \$1.5B business achieved its strategic plan. Achievements included a full Market Assessment and commercialized product offering for capital equipment service, and a first of its kind Surgical Procedural Solution for Thoracic Procedures.

**MAMMOTOME, INC. (Devicor Medical) – Cincinnati, OH (02/11 – 02/13)**

Medical Device Start-Up. Devices utilized in vacuum-assisted Core Needle Biopsy procedures.

**Director, Global Customer Service – Direct report to Chief Operating Officer**

Responsible for building business functions from scratch, and leading Clinical, Customer and Technical Support, Service & Repair, Facilities and Asset Management for business with \$150M in global sales.

- Hired, trained and led team of 25+ associates, responsible for all aspects of Customer Support. Successfully mentored and promoted two associates into challenging Manager level positions.
- Established Authorized Service network for installed base in 35 countries. Included building company-owned Service Centers in the US and Japan. Established outsourced service capabilities in Germany, China, Australia and Dubai, providing for ongoing sales of disposable device products in all markets.
- On my initiative, established global Service & Repair P&L structure, delivering \$2.5M in revenue for 2012. All of this revenue was incremental to the business plan.
- Built “state of the art” Clinical Training and Service & Repair facilities in Cincinnati, OH. These critical facilities provided the infrastructure to train Physicians from around the world, and to support US installed base service requirements.

**ETHICON ENDO-SURGERY (JOHNSON & JOHNSON), Cincinnati, OH (01/07 – 02/11)**

Design and manufacture of medical devices providing Physicians with surgical and non-surgical solutions.

**Process Excellence Director - Direct Report to VP, Market Insights**

Responsible for leading high impact business initiatives, utilizing Change Management, Six Sigma, Lean and Kaizen methodologies.

- Consistently recognized for ability to drive cross-functional initiatives. Recipient of multiple Leadership Awards, recognizing significant contributions in the areas of Strategy, Big Picture Thinking, Risk Taking and Results Orientation.
- Quarterbacked Launch Excellence 2010, launching 10 medical devices in 12 months. This cross-functional initiative aligned R&D, Marketing, Manufacturing and Regulatory projects to ensure efficient and effective product launches.
- Developed and implemented standardized Kaizen methodology for use across the business, eliminating 150K+ hours of non-value added cycle time and costs during the first 18 months of implementation.

**GE, Multiple locations**

Global leader in technology, financial and service solutions.

**Customer Support Operations Leader, GE On-Wing Support, Inc. - Direct report to President (06/05 - 01/07)**

Responsible for daily operations of product technical support business, operating through six repair facilities globally and business plan attainment of ~\$103M globally.

- Established regional operating model for the business, eliminating inefficient and commercially unsound practices that had been the norm for each stand-alone P&L facility. This led directly to business achieving plan for the first time in 4+ years.
- Instituted process to forecast and cross-level workload between two North American sites, increasing overall system capacity by ~7%, without adding facilities or headcount.
- Led Six Sigma project to reduce open Warranty Claim for the business. Improvements resulted in a ~80% reduction in the Warranty Claim balance, a ~\$4M benefit to the business, and dramatically improved cash flow.

**Global Security Director, GE Aviation - Direct Report to the VP, Business Practices (11/01 - 06/05)**

Responsible for Security and Crisis Management programs for \$15.6B business with over 33,000 employees at 60+ business operations, and over 300 office locations around the world.

- Built 11-person Global Security team, responsible for Facilities Security, Crisis Management, Industrial (classified) Security, Executive Protection, Investigations and Workplace Violence prevention.
- Developed and implemented comprehensive Crisis Management training program, involving employees at all levels of the business, to include the CEO and Executive staff. Program presented as a Best Practice to the Chairman and Executive Council of GE, and adopted as a model company-wide.
- Pioneered multiple business-wide programs including Crisis Management, Business Traveler Accountability, and Workplace Violence Prevention, which were identified and communicated as GE Corp Best Practices.

**Six Sigma Black Belt, GE Engine Services - Dual Report to Chief Risk Manager, Sales Master Black Belt (05/00 - 11/01)**

Responsible for development, planning and execution of the Six Sigma strategy for Risk Management function.

- Organized and led Six Sigma initiative for underwriting process for customized, multi-year service agreements for aircraft engine overhaul services. Deal sizes varied from \$50M to \$1.5B in sales, with a total pipeline opportunity of ~\$20B.
- Mentored 42 "Green Belt" projects to completion, delivering \$4.7M in Operating Margin and productivity benefits. 50% of projects drove improvement through digitization and web-enabling previously manual processes.
- Established formal process and cycle time metrics enabling business leaders to identify critical choke points for a pipeline of commercial deals valued at over \$20B in sales.

**Multiple Roles, GE Appliances Consumer Services - Direct Report to Regional General Manager (07/95 - 04/00)**

Initially responsible for full P/L of multi-site Service Area, subsequently for driving growth in business's largest Service Region.

- Commercialized Commercial Service Program nationally, growing volume in this segment by 9+%
- Delivered a 43.2% improvement in Generated Margin in 1998 by increasing business volume and efficiency
- Recognized as "Consumer Service Manager of the Year" for top overall performance in 1997

**MILITARY****UNITED STATES ARMY, Commissioned Officer - Honorable Discharge (05/86 - 07/95)**

**Last Position held: Small Group Leader** - Direct Report to Chief, Training Directorate, Ft. McClellan, AL

Supervised team of four instructors, training 150+ commissioned officers annually, (six-month resident course structure).

- Hand-picked by the Commandant to train junior officers to become effective Company Commanders
- Recognized by Commandant as having, "contributed more to the mission of the Military Police School than any other captain assigned."

**Other positions held: Multiple Command Assignments**, leading teams of up to 170 personnel. Consistently picked for the most challenging roles.

**PROFESSIONAL DEVELOPMENT**

Manager Development Course, GE Crotonville ▶ Six Sigma Black Belt Training & Certification ▶  
Staff Service School, US Army Command & General Staff College

**EDUCATION**

XAVIER UNIVERSITY, Cincinnati, OH  
**Bachelor of Science Degree**