

# CHARLES J. CALLENDER

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Dynamic, Savvy, and results-focused professional with diverse experience. Demonstrated knowledge of streamlining legacy procedures and identifying innovative and cost-effective solutions. Decisive and deadline-driven with proven ability to think and act strategically to deliver positive financial results in fast-paced environment. Uses effective interpersonal skills to engage with clients, staff, and other stakeholder to achieve set company objectives. Technical Skills include: Microsoft Office Suite, Advanced Excel, Pivot tables and index match, Oracle, SQL, SAP, Salesforce, Contract Manager, Vendavo, Rainmaker(Model N), Tableau, Trackwise, MES, SAS, Ework, Ecapa, Power BI, Windchill, HTML, CSS, and JS

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## SKILLS & CORE COMPETENCIES

Exceptional Customer Service	Excellent Communication Skills	High Integrity & Work Ethic
Leadership & Team Building	Wholesale & Retail Pricing Strategies	Estimation & Pricing
Interpersonal Relationship Skills	Needs Assessments Quotes & Bid Process	Process Improvement
Operations & Change Management	Key Performance Indicators Monitoring	Creative Problem-solving
Ability to Influence & Engage Teams	Market Research & Financial Analysis	Reporting & Record Management

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## PROFESSIONAL EXPERIENCE

**BOSTON SCIENTIFIC** | Arden Hills, MN

**04/2021 – 10/2022**

**Quality Engineer 2 via Signature Consultants**

- Complete non-return complaint investigations in a timely manner to maintain healthy cycle times and open investigation volumes
- Review and approve return WIP complaints
- Complete MER data requests from Ework by querying data from SAS and formatting the data to be put into the MER report
- Support Post Market projects by identifying, documenting, and tracking appropriate project deliverables

**BOSTON SCIENTIFIC** | Maple Grove, MN

**09/2020 – 03/2021**

**Contract Administrator via Signature Consultants**

- Enter data elements from recently executed contracts into BSC's software systems
- Load pricing data for the executed customer contracts
- Load contracts into BSC's contract management data repository system
- Support business analysts by providing contract or customer research and analysis and other related tasks.
- Create Watchmen FLX contract amendments and enter contract data into Watchmen Digest, Rainmaker(Model N) and CLM

**GATES CORPORATION** | Denver, CO

**10/2019 – 07/2020**

**Pricing Analyst**

- Review margins to create sales reports. Generate well-informed recommendations to present to executive-level.
- Obtain feedback from internal business partners on pricing recommendation to create valid business updates and proposals.
- Analyze and interpret data to generate key insights that drive pricing decisions
- Work cooperatively with internal and external stakeholders to meet profitability goals by developing and executing product pricing and profit strategies for assigned end markets and customers in the US Industrial and Automotive Aftermarket.
- Execute high visibility strategic pricing and data analytics within the organization.
- Partners closely with sales, relationship managers, business development and senior management to provide pricing information in support of pricing strategies, policies, and recommendations.
- Ensures corporate and divisional guidelines are in compliance with company standards.
- Recommend market appropriate pricing and assists in negotiation efforts in support of business objectives and plans.
- Research, analyze and conduct competitive pricing analysis.

**IMI PRECISION ENGINEERING** | Littleton, CO

**05/2019 – 10/2019**

**Pricing Analyst via Aston Carter**

- Supported sales by ensuring pricing is loaded and maintained correctly in JDE and the Atrak portal. Reviewed margins and created sales reports to be presented to upper-level management.
- Analyze, interpret and report performance trends for orders, sales, and pricing. Identify areas performing outside of expected results and recommend additional data for review
- Prepare and analyze business cases (what-if analysis) related to sales, pricing, and gross margins in order to provide senior management with additional information and recommendations
- Developed and completed price files including price change compilation and calculation for standard and special list price increases. Monitored and audited price files.
- Worked closely with the sales and product marketing teams on pricing including pricing configuration.
- Prepared monthly and quarterly Selling Price Increase statistics by sales representative to senior management.
- Developed and maintained tools and reports used to tracking the financial impact of pricing initiatives.
- Administered special pricing program including working with sales to negotiate favorable pricing and served as a decision-maker to approve or disapprove special pricing proposals based on the pricing policy and procedures.

**CARDINAL HEALTH |** Dublin, Ireland

**09/2018 – 02/2019**

**Pricing Research Analyst (France)**

- Researched and resolved pricing questions and discrepancies that may impact the accuracy of customer invoices, and provide additional coverage and capacity to Bids and Tenders team members for France.
- Collaborated with appropriate parties to identify the drivers leading to pricing success.
- Resolved price discrepancies to invoice the customer in a timely and accurate manner or correct prior invoices as necessary.
- Performed price research based on customer inquiry, bill blocks and other data such as price metrics. Validated and corrected pricing in SAP and source files (Contract Manager and non-contract manager excel files).
- Supported frontline Customer Service Agents to establish effective communication and consistently create accurately priced orders inefficient manner.
- Ensured continuous improvement of pricing and customer master data processes via IT-enabled and manual processes.
- Conducted ad hoc analysis and projects that supported EMEA business. Supported Pricing Manager in controlling pricing processes.
- Validated and monitored Contract Manager and non-contract file source files are successfully loaded in SAP via daily synchronization.
- Maintained reliable and effective business partner relationships with Bids and Tenders, Commercial, Finance, and IT.

**Medtronic |** Mounds View, MN

**10/2017 – 07/2018**

**Sales Contracting Support via Robert half – Cardiac & Vascular Group (CVG)**

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## EDUCATION & LICENSES/CERTIFICATES

**Bachelor of Business Administration (Finance) |** HAMLINE UNIVERSITY, St. Paul, MN

**UW Full Stack (MERN) Web Developer Bootcamp**

**AWS Certified Cloud Practitioner**

**Google Data Analytics** by Google on Coursera.

**Data Visualization with Tableau** by University of California, Davis on Coursera.

**Excel Skills for Business** by Macquarie University on Coursera

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## Links

**Portfolio:** <https://cj8355.github.io/ReactPortfolio/>

**LinkedIn:** <https://www.linkedin.com/in/charles-callender-043b3886/>

**Github:** <https://github.com/cj8355>

**Tableau Public:** <https://public.tableau.com/app/profile/charles7048>