Ginny Argenio

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A dynamic leader, accomplished at inspiring peak performance from teams by establishing a clear vision, aligning talents, instituting best practices, and promoting continual improvement. Effective change agent and creative strategist with a record of superior operations and customer service results in information technology and consumer products businesses. Motivated by challenges. Undeterred by obstacles.

SKILL SUMMARY

- Program/Project Management
- Customer Relationship Management
- Risk Assessment & Management
- Strategic Planning

- Business Process Management
- SAP/ERP Applications Implementation
- Quality Management & Testing
- Team Leadership

KEY ACCOMPLISHMENTS

- Key member of team that built the first countrywide PC-based software system designed to rate, quote and issue commercial lines of insurance. The system significantly reduced policy automation costs for insurance companies and agencies. **Result:** sales grew company into one of the largest independently owned insurance software development companies in the country.
- Appointed co-project manager of SAP implementation to rescue $2.5M project that was behind schedule and over budget. The system covered the order to cash process including materials management, production planning, sales and distribution, and financial accounting. **Result:** successful implementation; decreased projected overrun by $500K.
- Led cross-functional project teams to improve corporate metrics. **Result:** on time and complete orders improved from 71.4% in 2007 to 91.2% in December 2008; average speed of answer improved from 61 to 19 seconds and abandoned call rate improved from 12% to 1%, comparing 2007 to May 2010.

PROFESSIONAL EXPERIENCE

Giftcorp, Incorporated: April 2011 - present
Director of Operations

To keep pace with the rapid growth of the company and ever increasing quality expectations of the customers, joined Giftcorp, Inc. to develop processes and build an organization structure that would support the growth and quality expectations. Provide management for customer service, purchasing, production, inventory, shipping and IT.
- Improved team communications through daily stand up meetings, cross-training, and documentation resulting in a decrease in order errors and staff overtime.
- Hired and managed over 70 temporary staff from August through December 2011 across two locations delivering a 17% increase in orders processed over same period in 2010.
- Established life cycle management for system modifications/enhancements that has shortened the implementation time and improved quality of deliveries.

- Developed a performance management process that has been used to establish and measure staff expectations.

Victorinox Swiss Army, Incorporated: October 2005 to July 2010
Vice President: Customer Support Services (2008–2010); Operations (2005-2008)

Joined the company as a process improvement change agent having little experience with consumer products or the product supply chain, quickly mastering the issues and concurrently delivering exceptional results. Developed and executed a successful strategy for building a world-class customer service organization.

- Led a project team responsible for driving the after-sales service process to break-even. Saved $300K in parts orders in the first 5 months. Decreased outside vendor expenses by $100K. Proceeds from repairs in the very difficult economic environment of 2010 were tracking ahead of budget and 16.7% above 2007 levels.
- Defined, developed and implemented initiatives for ensuring the quality of deliveries. One top customer's "order to shelf" efficiency rating went from 27.8% in February 2007 to 100% in February 2010, for example.
- Headed an action team that developed and implemented a company-wide training site on SharePoint for all product lines, including procedures for training on new product introductions.
- Created a consumer service team to support launch of e-commerce site for five product lines. Team handled e-commerce issues, consumer email inquiries, and after-sales service administration resulting in a 71% decrease in email resolution time (17.5 to 5 days).
- Led cross-functional project teams to improve corporate metrics. The average speed of answer improved from 61 to 19 seconds and abandoned call rate improved from 12% to 1%, comparing 2007 to May 2010.
- Established a team responsible for business compliance requirements. Customer charge backs were reduced from $13,668 to $2,554 per million sales between 2007 and May 2010.
- Appointed co-project manager of SAP implementation to rescue $2.5M project that was behind schedule and over budget. The projected overrun was decreased by $500K while successfully meeting implementation date.
- Established quality standards and operation metrics to improve overall order fulfillment efficiency. The on time and complete orders improved from 71.4% in 2007 to 91.2% in December 2008.

Insurity, a LexisNexis Company: December 1983 to October 2005
Vice President [promoted from Assistant Vice President (1989–1991), Director (1988–1989), Programmer Analyst (1983–1988)]

Responsible for leading all maintenance aspects of the company's flagship commercial policy product consisting of 110+ resources including managers, business analysts, systems analysts, programmers, system designers, rates/forms specialists and help desk technicians.

- Key member of team that built the first countrywide PC-based software system designed to rate, quote and issue commercial lines of insurance. The system significantly reduced policy automation costs for insurance companies and agencies. Sales grew company into one of the largest independently owned insurance software development companies in the country.
- Executive sponsor for major accounts. Identified clients' business goals by collaboratively defining system and business solutions to drive strategic initiatives.
- Managed the delivery and installation of IT projects for over 40 production clients.
- Developed project team responsible for implementation of all regulatory changes across all lines of business, system interfaces to clients' systems, and system documentation. The processing time of regulatory requests was reduced from 15 to 5 days.
- Implemented standard software-development lifecycle practices including specification walkthroughs and code reviews. Eliminated root cause barriers to accuracy, productivity and

quality.
- Led quality initiative project to improve defect ratio and reduce backlog in first six months of 2005. In the second half of 2005, six of the top ten revenue-producing clients could be used for new prospect revenue; up from one in January 2005; backlog reduced by 20%.
- Re-engineered work flows, product costing procedures, service levels and training as part of a large-scale reorganization of a poorly performing cost center. Implemented solutions based on team involvement, innovative training methods and improved cost analysis and control measures. The cost center reached a break even status after losing $1 million the prior year.

EDUCATION

- Diploma, Computer Programming, Morse School of Business, Hartford CT (1982)
- B.A., Speech, University of Connecticut, Storrs CT (1978)

AWARDS & VOLUNTEER SERVICES

- President Award Nominee: Victorinox Swiss Army, Inc. (2009)
- Victorinox Swiss Army Platinum Certification for after-sales service sites
- Coordinator for military shipping packages and Holiday food drives at Victorinox
- Committee member for Insurity's first non-profit charity fundraiser for the Food Allergy and Anaphylaxis Network
- Established volunteer programs for Meals on Wheels and American Red Cross staff at Insurity
- Leader for youth group preparing and serving meals at inner city homeless shelters
- Christmas in April and Homefront volunteer to aide homeowners in the Hartford area