

MARY E. HALLORAN

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VENDOR MANAGEMENT – 3RD PARTY RISK MANAGEMENT - STRATEGIC SOURCING – OUTSOURCING – M&A
GLOBAL OPERATIONS - CONTRACT NEGOTIATION - VENDOR GOVERNANCE - CONTINUOUS IMPROVEMENT

OVERVIEW

Accomplished vendor management professional and performance-focused team leader, specializing in third party risk management, strategic global sourcing, and operations. Success maximizing vendor value for two Fortune 100s and a top media company, achieving cost savings and service excellence while mitigating risk.

Effectiveness stems from broad background in global business operations, vendor & supply chain management, vendor governance, contract negotiation/administration, and outsourcing/offshoring. Leverage skillset to optimize each stage of the outsourcing lifecycle, creating a high-performance vendor management function.

Success managing \$150M budgets, 300+ projects/year, and top-talent teams in highly matrixed global enterprises. Engage and partner with stakeholders across functions. Staff and change leadership experience.

Key thought partner and business driver; accomplishment leading process reengineering initiatives and building operational metrics. Drive continuous improvement; refine, scale, and evolve to maintain competitive advantage.

SKILLSET

Strategy Development | Operations | Fulfillment | RFP | e-procurement | Business Transformation
Cross-Functional Team Leadership | Process Improvement | Budgeting | Supplier Diversity
Forecasting | Change Management | Strategic Planning | Supply Management | Logistics

EXPERIENCE

AMERICAN INTERNATIONAL GROUP (AIG) ▪ Wilton, CT

Head of IT Vendor Management Operations (2013 - 11/2018)

Owned the high-performance third party vendor management function for AIG Corporate Business IT, comprising a four-person staff and management of 300+ contracts and projects annually. Leveraged Ariba, Fieldglass, Archer, DocuSign, Workday, and SAP tools to manage initiatives, reporting, and contracts.

Key Contributions

- Created and implemented the shared services IT vendor governance function for Corporate Business IT.
- Ensured engagement cost efficiency and compliance to AIG governance policies across supported IT businesses (Investments, Risk, Treasury, Finance, Actuarial, Administration, Data, Legal Operations, and Digital).
- Overcame team resistance to change by facilitating buy-in and adoption of the new function.
- Collaborated cross-functionally with Technology stakeholders and partner departments (Legal, Sourcing, Finance) to source, draft, negotiate, and manage Master Agreements, Orders, SOWs, renewals, terminations, and divestitures for IT hardware, software, SaaS, market data, outsourcing, managed services, contingent labor, and onshore/offshore professional services.
- Confirmed Privacy, Compliance, and Security inputs and assessments were addressed before contracting.
- Seamlessly onboarded and assimilated third party suppliers and contingent workers. Ensured business continuity and disaster recovery plans were in place for high-risk providers.
- Ensured continued success via ongoing monitoring of third party performance based on service levels, risk ratings, and program requirements, making certain that savings and SLA targets were met or exceeded.
- Enhanced transparency, resolved issues, and brought the vendor and partner portfolios into compliance by addressing historical audit findings, developing remediation plans, and tracking ongoing performance.

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CITIGROUP • New York, NY

Vice President, Business Operations and Services (2007 – 2013)

Led global strategy development and deployment for indirect spend categories and supply base management, spanning the US, Asia, EMEA, and Americas regions.

Key Contributions

- Identified and executed targeted programs for indirect spend categories (Marketing, HR Services, Benefits, Print, Credit Cards, and Fulfillment), including divisional supplier consolidation, insourcing, and outsourcing.
- Created and managed RFPs, auctions, and analyses; collaborated with stakeholders on supplier selection.
- Negotiated Master Agreements, Service Level Agreements, and Statements of Work. Ensured savings realization and ongoing supplier performance by tracking project results and compliance.
- Secured average cost savings of 10-25% by increasing control over total global spend and working with independent business units to leverage volume across divisions.
- Led Corporate supplier diversity initiatives for the department.
- Generated \$1MM in cost savings by outsourcing EMEA's local check printing function to one supplier.
- Capitalized on strong analytical skills and knowledge of e-sourcing applications, including Oracle and SAP.

READER'S DIGEST ASSOCIATION • White Plains, NY

Director, Regional Operations (2001 - 2007)

Managed global print and direct mail procurement and operations, comprising strategy and RFP development, supplier qualification, vendor management, and contract negotiation/administration.

Key Contributions

- Captured \$50MM+ savings and addressed increased print costs and capacity issues by reengineering print and mail supply chain in the US, Asia, Australia, and Americas.
- Held line responsibility for Americas operations; oversaw direct reports in US, Argentina, Brazil, and Mexico.
- Developed and implemented strategies to relocate product production to China, Mexico, and South America.
- Reduced costs 40% by establishing a Mexican lettershop maquiladora to produce US direct mail.
- Led the Global Promotion Council in optimizing worldwide spend by identifying low-cost locations.

Promotion Production Director (1999 - 2001)

Oversaw direct mail development, production, and execution, targeting process reengineering and cost savings.

Key Contributions

- Reduced cycle time 50% by reengineering the promotion process.
- Scaled the direct mail testing program, successfully tripling the function with no permanent additions to staff.
- Rationalized supply base and introduced new suppliers for substantial cost reduction.

Additional Roles at Reader's Digest Association

Director, Production Technology ▪ Promotion Production Director, Reader's Digest Young Families ▪ Director of Production Planning ▪ Circulation Services Director

EDUCATION

Master of Business Administration, Concentration in Marketing, Fordham University

Bachelor of Arts, Majors: English Literature and Communication Arts, College of Mount Saint Vincent (full scholarship)

OTHER

Dual Citizenship: United States and Ireland. Eligible to work in the United States and the European Union.