

PATRICK O'DONOHUE

Detroit, MI

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CHIEF OPERATING OFFICER

A savvy, results-driven **Chief Operating Officer** respected for 15+ years implementing strategic plans and achieving operational/financial objectives by defining, executing, and continually refining organizational goals. Proven track record assessing and improving operating efficiencies by tracking standardized operating policies, metrics, processes, procedures, controls, and systems. Motivational leader experienced building and guiding high-performing teams of 25 with \$6M budgets, \$11.7M revenues, and 200 vendors. Exceptional tenure resulting in numerous promotions.

CAREER HIGHLIGHTS

- Earned a reputation for boosting Dynamic Diagnostics revenue 47% in 5 years, 20% through new product lines and 27% via research and development of existing product lines.
- Cultivated improved cost controls while introducing key revenue opportunities, driving an 11 point improvement in profit margin over 5 years.
- Secured 90+% customer retention, including 100% loyalty of top 10 customers, by designing custom solutions for each customer and implementing a strong focus on the customer experience.
- Frequently called upon to direct complex company initiatives, including servicing 2.3K customer accounts across all healthcare markets representing \$6.8M in revenue.
- Awarded for reinvigorating the company from multiple years of losses to six-digit profits with the creation and monitoring of KPIs and integration of organizational and process improvements.

SKILLS & EXPERTISE

Budgeting/Cost Controls
Strategic Planning/Execution
Team Coaching/Development
Customer Service Enhancements

Change Management
Financial Management
Workflow Optimization
Operational Leadership

Recruiting/Hiring
Policies/Procedures
Sales Improvements
Vendor Management

PROFESSIONAL EXPERIENCE

DYNAMIC DIAGNOSTICS, INC.: Plymouth, MI

2007 – Present

Chief Operating Officer: 2015 – Present

Develop a high potential opportunity with Medtronic, handling complex contract negotiations resulting in a nationwide \$150K pharmaceutical licensing and accreditation project.

- **Promoted to positions of increasing authority and responsibility** due to exemplary performance, strong management abilities, and proven ability to deliver concept to execution.
- Increased the company's bottom line by building an efficient and motivated team, improving inventory management, **reducing costs**, and leading creative, data-driven sales planning and implementation.
- Led cross-functional teams collaborating as a focused unit to **exceed aggressive business goals** and drive the evolution of concepts into achievable business strategies.
- Created and implemented a complete company reorganization, increasing employee productivity and satisfaction while **notably reducing error rates**.
- **Increased revenue 47% in 5 years**, 27% through research and development of existing product lines and 20% through new product lines.
- Controlled costs while growing key revenue opportunities, driving an 11-point improvement in profit margin.
- Served as the director of core quality and regulatory compliance efforts, obtaining wholesale drug distribution licensing in all 50 states and the District of Columbia to open up new markets for prescription drug distribution.
- Identified and drove strategic new sales opportunities, including the ethical sourcing and delivery of PPE and B2B e-commerce strategies, **increasing traffic 24%** while adding service functionality for the customer base.
- Spearheaded critical human resources functions, focusing on hiring/onboarding, training, and coaching, while expanding leave eligibility definitions, **leading to a 90+% average employee satisfaction rate**.
- **Drive 90+% customer retention and 100% loyalty of top 10 customers** by focusing on the customer experience and developing custom solutions for each customer.
- Acted as product lead for a \$100K project, directing sourcing, testing, partner collaboration, forecasting, and education for a superior performing product with improved environmental impact, driving \$2M annual revenue.
- Managed the supplier relationships (legal, price negotiation, and quality control), internal education, and communications efforts for a **massive \$3M PPE sales campaign** to prevent team layoffs due to COVID-19.

Customer Experience Director: 2014 – 2015

Oversaw all sales support efforts in developing targeted marketing and cross-market sales opportunities, support documentation, and distribution partnerships with Fisher Scientific, McKesson, and Cardinal Healthcare.

- Directed all facets of customer service and sales support processes and accounts, **contributing to a substantial increase in customer retention.**
- Developed company-side reorganization to **improve cost control and encourage efficiencies and accountability across all departments.**
- Led the company's initiatives to service 2.3K customer accounts across all healthcare markets, **representing \$6.8M in revenue.**
- **Integrated enhanced customer service issue tracking** involving recall protocol and regulatory compliance to **optimize the customer experience.**
- Established and implemented appropriate standards and **best practices to drive continued growth.**
- Spearheaded sales tracking and service efficiencies with research and integration of CRM tools and practices.

Account Manager: 2009 – 2014

Developed and maintained dynamic client relationships, managing large revenues by providing excellent customer service and data insights to sell additional products/services.

- **Turned the company around from multiple years of losses to six-digit profits** by establishing/monitoring KPIs and driving organizational and process improvements.
- Spearheaded a key internal re-branding project to unify scattered, distilled branding into a single, streamlined company brand, **dramatically boosting brand awareness.**
- Reduced third-party vendor spending and negotiated new deals to lower costs while also expanding the portfolio of offerings for clients, significantly boosting profits on projects.
- Vetted and managed third-party vendors and procurement to lower spending and offer additional resources to clients, greatly reducing their costs and increasing internal revenues.

Product Specialist: 2007 – 2009

Collaborated with service departments to create procedures to increase customer service and improve customer satisfaction and loyalty.

- Created and introduced 3 multi-million-dollar products to market, **leading to a significant increase in ROI.**
- Continuously exceeded all personal and corporate quotas.
- Chartered new product lines, including designing product displays and promoting products, greatly increasing overall sales.
- Customized and conducted sales associates training on the features, benefits, and functionality of new products, empowering them to successfully sell products to the target clientele.
- Standardized cross-promotion techniques company-wide to increase sales opportunities.

ADDITIONAL EXPERIENCE: *Villa Da Roma Foodservice, Assistant General Manager/ Ann Arbor Country Club, Interim General Manager*

EDUCATION

Michigan State University, Eli Broad College of Business, East Lansing, MI

Bachelor of Arts in Hospitality Business

CERTIFICATIONS

Certified Designated Representative - California Board of Pharmacy

Certified Designated Representative - Florida Board of Pharmacy

ADDITIONAL CREDENTIALS

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| TECHNOLOGY & TOOLS | Microsoft Office: Word, Excel, PowerPoint, Outlook, Access, Publisher; Google Suite, Adobe Suite, Shopify |
| HONORS & AWARDS | Profitability Impact Award, Dynamic Diagnostics, Inc.: 2020 |