

# RICHARD S. TUTALO, MS

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## OPERATIONS, SUPPLY CHAIN, & BUSINESS ANALYST | PROJECT & PROGRAM MANAGER

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- Detail-oriented, results-focused professional with history of success in SaaS, Logistics, Human Resources, and Sales.
- Expertise in providing global supply chain analytics across business units in critical areas of the supply chain enterprise.
- Self-directed, supportive colleague with gift for driving operational efficiency, meeting deadlines, exceeding goals, and ensuring alignment with constantly evolving strategic plan objectives.

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## CORE COMPETENCIES

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Customer Success	Project & Program Management	Policies & Procedures
Business & Spend Analysis	Data Interpretation & Modeling	Quality Assurance
Sales Strategy & Support	RFP/SOW/MSA Development	Process Improvements
Solution Development	Supply Chain	Problem Solving
Technical Documentation	Transportation & Logistics	Written/Verbal Communication

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## PROFESSIONAL EXPERIENCE

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### **Trimble Visibility (F.K.A. 10-4 Systems), Boulder, Colorado** | *Client Program Manager (2018 to Present)*

Recruited to manage the day to day operations for Fortune 1000 clients using the firm's logistics and supply chain visibility software. Also work collaboratively and cross-functionally with multiple departments including Software Development, Implementations, Sales and Customer Strategy to ensure technical and operational requirements are met for clients.

- Act as the product expert to provide guidance and best practices to clients to maximize value of the software application.
- Helped to develop KPIs and Business Intelligence reporting to drive proactive account management for all clients.
- Routinely document and perform root-cause analyses to improve internal processes across all departments.
- Act as a liaison between the client and our internal teams to ensure alignment on project timelines and customer success.
- Oversee all technical and operational implementations for new and existing clients.
- Manage all aspects of client onboarding to ensure successful onboarding experience and adoption of visibility software.

### **XPO Logistics, Fort Collins, Colorado** | *Account Executive (2016 to 2018)*

Promoted to develop and manage local and national business account base with a focus on driving revenue growth through tactical efforts. Executed targeted prospecting campaigns to identify and convert opportunities and strengthen relationships with existing customers to foster account retention within a territory generating 700,000 pounds of freight per month. Provided responsive account management while functioning as an initial point of contact for clients. Analyzed territorial performance and facilitate strategic sales planning.

- Met goal of revitalizing dormant accounts that effectively showcased the company's value proposition within the competitive marketplace.
- Consistently performed at 105% to 120% of profitability and revenue goals, ultimately growing territory 25% per year, by focusing on rate increase negotiations for unprofitable lanes.
- Reversed a \$60,000 decline in monthly revenue with largest client by working with leadership to improve operations and strengthen the relationship.

### **XPO Logistics, San Antonio, Texas** | *Personnel Supervisor (2014 to 2016)*

Tracked weekly hours, ensured timely implementation of changes to payroll disbursements, and verified the accuracy of essential information. Served as the focal point to respond to inquiries from employees regarding payroll discrepancies and investigated issues at all levels of complexity to facilitate corrective actions. Tracked and updated employee status via PeopleSoft and ensured that personnel and medical files of transferees arrived at new locations. Directed vacation scheduling with an emphasis on ensuring adequate daily staffing levels.

- Prepared and submitted expense reports to track supply purchases and event-planning expenditures.
- Managed the candidate evaluation and hiring process for the service center's dockworkers and drivers, with responsibility for posting job-opening announcements and scheduling/conducting interviews.
- Netted \$8K to \$10K in annual savings by bringing all DOT-mandated drug testing in-house.

### **XPO Logistics, Houston, Texas** | *Freight Operations Supervisor (2013 to 2014)*

Oversaw and directed operations across dispatch, inbound operations, and city planning functions in a territory that serviced southern, eastern, and northern Houston.

- Consistently attained productivity goals while driving efficiency and verifying safety and regulatory compliance.
  - o Cut driver dwell time 50% for the entire service center.

- o Decreased driving accidents 15% while helping reduce warehouse accidents and injuries by 25% year-over-year, the lowest time-lost injury numbers in the region.

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## EDUCATION

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*Master of Science, Biology* | **Sam Houston State University**, Huntsville, Texas

*Bachelor of Arts, Anthropology* | **The University of Rhode Island**, Kingston, Rhode Island