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**SUMMARY:**

Experience includes global responsibilities with enterprise process initiatives and regional operations management with strong decision making, problem solving, and communication skills.

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| ATTRIBUTES | | | |
| Independent | Energetic | | Analytical |
| High Integrity | Transparent | | Strategic Vision |
| Loyal | Organizational Mentor | | Creative |
|  |  | |  |
| SKILLS | | | |
| Budgeting/Forecasting | | Financial Management | Process Improvement |
| Proposals/Contracts | | Inventory Management | Global Virtual Teams |
| Customer Relations | | Personnel Management | Quality/Training |
| Internal Controls | | Project Management | Logistics Planning |

**WORK EXPERIENCE:**

***Volvo Group North America – Greensboro, NC 2001-2014***

More than 13 years of progressive responsibility from pricing and analysis to senior level regional and global customer and product support -- Pricing management, forecast management, and operations management within an industrial IT environment.

***Business Planning and Support 2012-2014***

* Managed Business Control responsibilities for 12 Departments/200 FTE’s/$52MM
* Directed IT pricing for the America’s: ~$120MM Labor/$70MM products & services
* Directed annual budget and forecasting process including period end analysis and reporting
* Managed accruals and expense allocations for one time and run time programs and projects
* Managed standard cost calculations
* Utilized SAP BI/BW, FI/CO, HR, SD; and other related ERP software applications.

***Service Portfolio/Customer Intelligence Analysis 2007-2012***

* Increased satisfaction levels by 34% while standardizing the margin of IT product portfolios and services ensuring 100% cost recovery
* Directed IT product portfolios and service pricing and managed the TCO and ROI process analysis
* Directed IT service level assessments and planned deployment and documentation strategies
* Managed customer data, including satisfaction, and forecast analysis: ~900 global decision makers
* Managed CRM process and solution strategies utilizing SAP and MS SharePoint
* Coordinated interactions with sales, marketing, finance, PMO and operational deliveries
* Mentored Customer Relations staff on profitability, ROI, and management style.

***Customer Relationship Management (CRM) 2002-2007***

* Managed monthly national teleconferences for 19 account managers/support staff
* Managed IT service pricing and product launch committees
* Managed IT proposal, contract and service level agreement processes and templates
* Defined customer relations process and structure utilizing SAP’s BW and CRM solutions
* Defined customer segmentation models; improving customer satisfaction by 22%
* Developed and conducted:
  + Customer care initiatives, complaint handling, and conferences
  + Internal training for customer relationships and commercial support
  + Data collection, requirement analysis, and reporting, including customer satisfaction surveys.

***Financial Planning and Support 2001-2002***

* Coordinated $110M budget process to ensure profitability requirements.

***Computer Sciences Corporation (CSC) - Moorestown, NJ 1992- 2001***

Proactive leadership in directing the integrated supply chain activities for an US Military IT services contract; accountable for: purchasing, scheduling, staffing, production and material planning, budgeting, engineering, project management, training and procedural documentation. Security Clearance Level: **Secret**

# *Program Management/Professional Services & IT Engineering 1995-2001*

* Directed budget of $55 million annually: $40 MM assets/$15 MM labor
* Total resource management of 41 staff and a total of 100 FTE’s across three primary sites
* Directed material planning: including procurement, receipt, production and deployment
* Directed project management and engineering activities for requirement analysis, engineering designs, and physical preparation and delivery of 20 unique facilities per year
* Management of technical and administrative roles; training, software integration & testing, maintenance, and other support organizations
* Developed business process improvement efforts across multi-department organizations
* Managed portions of due diligence process for potential corporate acquisitions
* Management of CMM processes to achieve SEI 3+ rating
* Directed process management/improvements for portions of an ISO 9000 certification.

***Project Management/Systems Design/Engineering 1992-1995***

* Managed project budgets and financial analysis: $2MM project average
* Managed the design of engineering installation, facility drawings and bills of material
* Maintained inventory control and configuration management for installations (~500 items/project)
* Trained staff with survey techniques, hardware architecture design, and installation procedures
* Conducted logistical site surveys, designs, and installation of IT infrastructure: 5 sites per year
* Completed hardware and network analysis and architecture design
* Developed a thorough knowledge of HVAC, and Power requirements for IT systems
* Designed physical layouts to include computer rooms, training rooms, and user space.

***Rich-SeaPak Corporation - St. Simons Island, GA 1988- 1990***

Responsibilities included inventory management, external shipments & receivables, and successful coordination of raw and finished material with production.

***Inventory Control/Distribution-Food Service Division***

* Managed warehouse inventory (Value: $16M; Size: 80K sq. ft.)
* Managed in house designed WMS system requests and testing; Liaison between IT and Distribution
* Directed semi-annual physical inventories and daily cycle counting and coordinated corrective action plans to ensure accuracy of the WMS
* Reduced inventory losses by 60%, product cuts by 43%, and date errors by 74% with a weekly volume of more than 60K boxes
* Devised proper location of all products and prepared procedures for capacity overflow
* Assisted with production planning and traffic scheduling (1.2M lbs/week-50 loads).

**EDUCATION:**

***Master of Science – MS, Engineering Management (incomplete)***

New Jersey Institute of Technology; Newark, NJ

Financial Systems, Six Sigma, TQM, Project Management, Industrial Management, Logistics

***Bachelor of Science – BS, Industrial Engineering***

Southern Polytechnic State University; Marietta, GA

Project Mgt., Process & Quality, Industrial Mgt., Facility Design, Inventory Mgt., Logistics

**VOLUNTEER:**

Business Planning & Support, Building & Construction Outreach, Career Counseling, Youth and Children, Dog rescues foster/adoption - Board Treasurer/President, Animal Shelter Board Member.