

Wendy Watson (412) 614-9303 wendy@wendyleewatson.com

Summary

With cross-functional management experience including operations, supply chain, and training, Wendy has excelled in the automotive and banking industries. She creates a dynamic environment where continuous learning and improvement enable her team to exceed expectations.

Skills

- Apple Mac OS X, Linux, Microsoft Windows
- Microsoft Office including Word, Excel, PowerPoint, Access, and Outlook
- Firefox, Google Chrome, Microsoft Internet Explorer
- TMW Systems Appian Logistics Direct Route and DRTrack

Experience

Manager, Supply Chain Transportation Systems, TBC Corp. Palm Beach Gardens, FL, 2015 - Present

- Deployed PeopleNet Android Tablets/GPS Devices, TMW Fleet Maintenance, and Appian Direct Route and DRTrack Routing Software
- Managed employees and consultants in supporting roles
- Wrote training manuals and Standard Operating Procedures for ~700 employees in seventy branches across three divisions
- Planned complex inter-system IT software data flows in concert with IT staff
- Created KPI reporting to encourage positive driver behavior modification
- Collaborated with HR group on safety procedures related to driver recruitment and retention
- Presented strategic and tactical overviews to international executive committee
- Created templates in TMW Fleet Maintenance to reduce complexity for TBC's outsourced maintenance environment
- Negotiated service contracts with outside vendors for installs and ongoing maintenance of GPS systems

Product Implementation Manager, BNY Mellon, Inc. Pittsburgh, PA, 2013 - 2015

- Managed the implementation of products and services for private banking, investments, and mortgage verticals
- Tested mobile and web-based business and consumer electronic banking interfaces
- Liaisoned with FIS Global on product development initiatives including mobile and web-based software
- Created project plans from rough product design sketches
- Delivered presentations to senior executives
- Wrote business requirements and specifications for internal software development teams

Coordinator, Distribution Services, Pittsburgh Glass Works, LLC (formerly PPG Industries) Pittsburgh, PA, 2007 - 2013

- Managed implementation projects for the branch TMW Systems including Appian Direct Route and DRTrack logistics systems
- Wrote and disseminated training for branch Standard Operating Procedures as related to fleet, route optimization, and mobile technology
- Partnered with the Safety team to support safety initiatives for ongoing daily operations in reduced staffing situations
- Drove expense reductions of \$2 million by using dynamic routing and fleet resource reductions enabled by route optimization software
- Managed the implementation team that trained 120 locations in 4 months
- Ensured optimal use of the Route Optimization software as analyst, administrator, and training specialist
- Maintained branch route data within the TMW Appian software suite
- Championed branch usage by monitoring financials, making training recommendations, and optimizing changes to the route structures
- Managed significant operational savings using GE and Donlen Fleet including budgets, maintenance, reductions, repairs, and orders
- Reduced average number of days between repair and return from an industry-trailing 1.57 to an industry-leading 0.50 in four years
- Acted as liaison between disparate Nextraq GPS, internal, and external systems that processed the tracking data of fleet delivery vehicles
- Managed branch and field mobile technology solutions

Awards

Excellence Award - TMW Systems TransForum Conference Orlando, FL, 2012

Project Manager for PGW's Route Optimization Software Deployment

Education

Bachelor of Arts, La Roche College Pittsburgh, PA, 2003

Graduated Cum Laude with 3.68 GPA.