

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 two million dollars 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