

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

Awards

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

Project Manager for PGW's Route Optimization Software Deployment

Skills

- Apple Mac OS, Microsoft Windows
- Microsoft Office including Word, Excel, PowerPoint, Access, and Outlook
- TMW Systems Appian Logistics Direct Route and DRTrack, PeopleNet, SpeedGauge

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
- Managed Speed Gauge processes and updates for ~1500 drivers in the US
- Prepared TBC for 2017 DOT ELD Mandate

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
- 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

Education

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

Graduated Cum Laude with 3.68 GPA.