

Customer Name

Virginia Beach, VA 23451 ▪ (757) 555-1111 ▪ name@yahoo.com ▪ linkedin.com/in/name

SENIOR OPERATIONS AND SUPPLY CHAIN MANAGEMENT EXECUTIVE

Maximize Organizational Efficiencies ▪ Improve Service Operations ▪ Drive Rapid Revenue Growth

Strategic Operations Excellence Leader with over 20 years of success in developing and implementing growth strategies in multi-national environments. Known for authentic leadership, coaching, training, \$70 million budget management, service process improvements, and systematic planning. Led service improvement initiatives for companies with \$350 million in revenue and 350 employees located in the U.S., Canada, and 9 Caribbean countries.

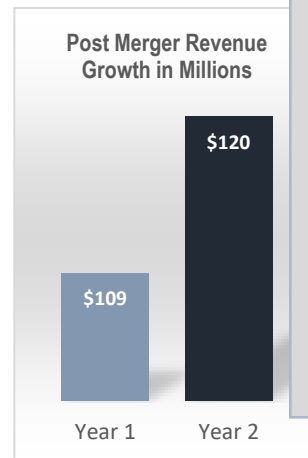
Analytical and Visionary Service Innovator effective at developing sustainable service operations through data analysis, organizational assessment, framework design, planning, and performance management. Recognized by leadership for increasing bottom line growth while spearheading operational improvements, increasing productivity, and reducing costs. Received EHS (Environment, Health, and Safety) Award for Innovation by YZX.

EXECUTIVE STRENGTHS

Strategic Planning ▪ Organizational Development ▪ Quality Improvement ▪ P&L Management ▪ Process Development & Improvement ▪ SOPs ▪ Mergers & Acquisitions ▪ Service Operations Turnaround ▪ Risk & Safety Management ▪ Team Building & Collaboration ▪ Six Sigma/Kaizen/5S ▪ Partnership Development ▪ SAP/ServiceMax Integration ▪ Supply Chain Management

MAJOR LEADERSHIP HIGHLIGHTS

- ✓ **Post-Merger Business Growth:** Increased revenue from \$109 to \$120 million and customer retention by 10% in 12 months.
- ✓ **Global Service Operations:** Consolidated post-acquisition service operations of 6 water companies with 350 employees, creating "One XYZ" service culture with a model framework to manage 450 customer sites in North America, Canada, and Caribbean islands.
- ✓ **Innovative Programming:** Built technological capabilities for stabilized global onsite and mobile operations, saving \$4 million in costs.
- ✓ **Strategic Leadership:** Developed strategic plans to establish streamlined operations for fast-growing supply and demand in preparation for \$300 million acquisition.
- ✓ **Organizational Development:** Aligned service division operations for \$300 million acquisition.



Operations Leadership During 3 Pre- and Post-Merger Service Stabilizations

- XYZ Technologies: Improved customer retention by 98%; increased new business by 8%
- YZX: Integrated 6 service divisions into "One YZX"
- ZYX: Reduced employee attrition by 45%; prepared service for acquisition

PROFESSIONAL EXPERIENCE

XYZ Technologies Norfolk, VA, 2016 to 2018
Senior North American Fulfillment Director

Developed digital and human interface process - Increased market share by 7% - Grew fulfillment revenue to \$130 million

Collaborated with CEO/Global Business Leader, supporting 350-employee division. Led, coached, trained, and managed 50-employee service group with 6 Logistics, Account and Customer Loyalty, AP/AR, Freight, Technical Service, Supply and Demand managers. Managed \$70 million budget. Served 300+ customers annually. Collaborated with IT, Sales, Commercial, and Customer Loyalty managers. Utilized Six Sigma, Kaizen, and 5S methodologies to optimize operations.

- Created customer loyalty framework and culture and restructured service organization within 12 months.
- Established SOPs and assessment procedure, using SAP and Salesforce to manage logistics and customer service delivery.