

Executive Program Director

Visionary Perspective ♦ Operational Expertise ♦ Dedication to Improvement

A Business Mind with a Non-Profit Point-of-View

A Uniquely Experienced Management Professional with multiple successes moving programs from inception to full functionality in for- and non-profit organizations. Talented, skilled, and knowledgeable developing and overseeing internal and external support systems and driving full-time and volunteer personnel to embrace best practices. Recognized for ability to manage grant and fund applications, together with creating structures and reporting processes that align with reporting requirements. Innovative while remaining pragmatic. Ambitious when negotiating. Frugal when spending. Strident in generating the greatest return possible from every contributed dollar and hour of effort.

"The best senior-level hire I've made in 20 years... thrives on solving challenges others might count as impossible... committed, with the highest level of ethics and integrity."

Vice President, Benevolink

CORE COMPETENCIES

- Strategic Planning / Ingenious Tactics
- Operational Leadership
- Team Development / Leadership
- Program Development
- Grant Management & Compliance
- Project Management
- Vendor & Stakeholder Partnerships
- Data & Trend Analysis
- Cross-Functional Collaboration
- Training & Mentoring
- Negotiations
- Oral & Written Communications

PROFESSIONAL EXPERIENCE

PMO Solutions | Newport Beach, CA

2018 – 2019

A one-stop solutions source for PMO professionals delivering strategies and tactics that enable business transformations.

Senior Consultant

Supported planning and implementation of SAGE ERP software serving as data analyst verifying information accuracy and ensuring compliance with project and regulatory requirements.

- Defined the scope of and authored a cycle-count module that augmented the accuracy of a leading-edge ERP system and certified the inventory evaluation.
- Formulated and installed a revised inventory-control process for two chemical companies that ensured the accuracy of SKU measurement in advance of moving the stock to a new ERP system.
- Developed / monthly / quarterly / annual sales reports for senior management.
- Worked collaboratively with key stakeholders and users to gather data and requirements and conducted a thorough analysis to formulate and develop effective processes.

ASP Global | Atlanta, GA

2017 – 2018

A global sourcing agent / wholesaler of medical equipment and healthcare supplies.

Supply Chain Forecasting & Inventory Manager

Reported to the COO as supply-chain manager supporting the account and value-analysis teams by defining purchasing needs through study of sales history, key metrics, customer-supplied forecasts, and new-business projections.

- \$100,000 in disposal costs eliminated by devising an inventory reduction plan that entailed identifying and donating obsolete product to a local medical school.
- Constructed analytical models that projected inventory changes resulting from customer additions and issued purchase orders that ensured adequate availability of \$20 million in inventory.
- Designed, developed, and implemented the company's first annual inventory cycle-count processes applying best-practices procedures.
- Framed a supply-chain strategy that entailed installation of a pioneering cloud-based ERP system and contributed the process and system knowledge necessary to facilitate deployment of the expanded resource.
- Supplied the analytics used to formulate inventory forecasts and delivered strategic insights to drive purchasing decisions covering 5 distribution centers and an inventory valued at \$20+ million.

HPI Direct | Atlanta, GA**2014 – 2016***A global designer and manufacturer of corporate uniforms and image apparel.***Supply Chain Planner promoted from contracted Project Specialist**

Managed supply-chain planning, purchasing, and procurement-contract administration for an inventory of 4,000 domestically produced and imported SKUs for 18 key accounts. Contributed forecasting sagacity on the ERP conversion to SAGE Inventory Advisor.

- 94+% fill rate maintained during tenure in the position.
- Crafted a master purchasing schedule based on analysis of contractual customer and vendor constraints that provided the buying group with forecasts used to place orders with suppliers from around the world.

First Step Staffing | Atlanta, GA**2011***A non-profit employment agency helping individuals transition out of homelessness by maintaining a steady income.***Vice President - Operations**

Steered expenditure compliance and reporting of \$2.5 million in public and private grants through a staff of nineteen, three direct and 16 indirect. Standardized daily processes and procedures and reengineered reporting practices.

- \$900,000 revenue growth created by matching hospital invoices with clients served through leadership of a program that data-mined previously neglected information.
- Secured optimal services pricing and terms that assured timely payment by negotiating supplier adherence to contract provisions and prior approval of personnel assignments.
- 50% reduction in receivables collection time produced by investigating, identifying, and resolving delaying issues and installing revised payment terms.

New Hope Enterprise | Atlanta, GA**2009 - 2011***Charitable agency helping the hard-to-employ achieve self-sufficiency through hard- and soft-skills job training.***Director – Programs & Client Services**

Led the program's creation, wrote the business plan, completed the programmatic portion of the 501C3 documentation, and directed facility preparations. Managed continuing fund development, directed vendor selection, monitored compliance with service-level agreements, and oversaw administrative operations with a staff of two.

- Arranged a partnership with a Fortune 500 company by contracting to provide trained, motivated, and ardent employees in return for \$30,000 to fund a 20-person training class.
- Introduced nursing and office-technology training programs that nurtured an 80% placement rate in living-wage jobs.

Benevolink Corporation | Atlanta, GA**2005 - 2008***A marketing agency helping non-profits generate revenue by converting a portion of consumer purchases into donations.***Director – Operations & Client Services**

Spearheaded strategic development of the company website establishing objectives, tracking KPIs, and installing a financially feasible, scalable, and replicable customer-service operation. Served as go-to person for project development and management and subject-matter expert for the membership database.

- 50% curtailment of operating costs realized by applying interactive voice response technology and forging required accommodations in website design to streamline user experience.
- Launched the company's inaugural call center by recruiting, training, and overseeing the first seven employees.
- 10% of households buying from a major regional grocery chain added as clients in the first year of operation.

- PREVIOUS EXPERIENCE -**AT&T Corporation & Bell South Corporation | Atlanta, GA****Account Representative, Payroll Operations Associate, Operations Manager, Workforce Manager****EDUCATION / VOLUNTEERING****DOCTOR OF MINISTRY • Lipscomb University, Expected 2024**

Master of Public Administration & Project Management, DeVry Institute/Keller Graduate School of Management
Bachelor of Arts in Business Management & Communication, Concordia University, Mequon, WI

Suit Up Charlotte, Advisory Board • Institute for Christian Discipleship, Board Member • Leaving the Cocoon, Volunteer