

PATTI RADCLIFF

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SUPPLY CHAIN & OPERATIONS LEADER

Developing Top Performers • Optimizing Operational Efficiencies • Driving Revenue Growth

Results-oriented Supply Chain and Operations Leader with extensive experience identifying and solving large-scale problems with cost-effective solutions within packaging, print, pulp-and-paper production, and distribution environments. Excel at optimizing productivity by identifying strengths and weaknesses and creating effective, innovative solutions. Motivated, knowledgeable professional with proven ability to deliver quality assurance initiatives, boost efficiency, accelerate revenue growth, and develop productive, high-functioning teams. Proficient and valued collaborator.

CORE COMPETENCIES

Supply Chain & Procurement Strategies | Business Development & Growth Initiatives
Collaborative / Cross-Functional Leadership | High-Performing Team Development
Strategic Planning & Tactical Execution | Transformation & Change Management | Financial Management
Strategic Relationships & Partnerships | Operational Excellence

PROFESSIONAL EXPERIENCE

Procure Analytics | Sandy Springs, GA

2022 – Present

Group Purchasing Organization (GPO) and packaging sourcing consulting firm.

Senior Director – Packaging Sourcing

Manage team of sourcing specialists who offer consultative and sourcing services for companies' packaging needs.

- **Prioritize, manage, and schedule sourcing events for \$450 million opportunity pipeline** by establishing sourcing strategies to enable savings for members, growth for strategic partners, and revenue for company.
- **Actively manage \$150 million in packaging spend across 90 members** providing data analytics, reporting, and conflict resolution.
- **18% average savings achieved on 32 sourcing projects YTD 2023**, representing \$55 million in spend.
- **Saved 15% on 28 sourcing projects representing \$28 million in spend for 2022** through aggressive negotiations and supplier relations.

ServiceMaster | Sandy Springs, GA

2020 – 2022

Group purchasing organization and packaging sourcing consulting firm.

Senior Director – Supply Chain

Established end-to-end supply chain after divestiture from parent company by integrating new ERP, e-commerce platform, and warehouse management system. Built strategic sourcing and procurement functions and implemented new 3PL.

- **\$11 million in product revenue** achieved through consistent marketing to internal stakeholders for buy-in from franchise network.
- **\$2.5 million EBITDA improvement** earned through monitoring and measuring warehouse operational expenses, improving unit cost on direct spend, and changing order practices to drive down costs and improve margin.
- **Improved fill rate by 47% within eight months** by implementing inventory management practices that incorporated changing lead times, field demand, and possible pandemic-related disruptions.
- **26% YoY savings on indirect spend** accomplished through aggressive negotiations with key suppliers.

Veritiv Corporation | Sandy Springs, GA

2015 – 2020

Leading provider of packaging, package design, print, cleaning supplies, paper products, and supply chain management.

Senior Director – Equipment, Parts, and Service | 2019 – Present

Managed achievement of \$4.4 million EBITDA by aligning operations of 150 employees involved with packaging and facilities equipment and design in addition to executing programs that drive new sales.

- **\$14 million P&L** established by discovering previously misapplied sales department expenses and earnings.
- **\$6.4 million YoY EBITDA improvement** secured through conversion of division from cost center to profit center.

- **89% reduction in free services** realized by coaching sales team and customers on value of services provided.
- **Enriched customer experience** through institution of minimum acceptable response time on quotes and reply emails and outsourcing fulfillment of small volume orders to eliminate delays caused by dealing with over 300 vendors.
- **4% boost in service business performance** attained by establishing company's first preventive maintenance plan.

Senior Director, Inventory Management | 2017 – 2018

Responsible for \$650 million inventory and \$12 million budget. Oversaw purchasing, operations, and order processing.

- **\$310 million inventory reduction** yielded through development and execution of strategic program focused on duplicate product elimination, lower safety-stock levels, and tightened control of SKU additions.
- **\$70 million in excess inventory costs** avoided by removing representatives' authority to build customer-specific stocks and requiring ROI-based justification for adding non-conforming SKUs.
- **\$2.6 million in transportation savings** delivered through reforming logistical patterns of inventory storage.
- **98% on-time delivery** reached by restructuring operation, including installation of new management, changes in positions and duties, and escalation of accountability.
- **Drove consistency in product delivery** by managing process of identification and acquisition of alternate warehouse facility and overseeing consolidation of five distribution operations with selected site.
- **Improved department morale** through emphasis on career paths made possible by good performance, institution of training programs, and increased communication around team successes.

Product and Program Manager | 2015 – 2017

Built and led team of eight in expanding profitability by establishing private-branded, envelope-converting business.

- **\$20 million (10%) YoY bump in revenue** fostered by switching material purchases to offshore supplier with costs low enough to reenergize sale group's interest in previously stagnant segment.
- **\$1 million in manufacturing costs** abated through switch to bulk-buying program and third-party storage arrangement.
- **111% of sales goal – nearly double the corporate target** – realized by negotiating material price reductions and obtaining specialty products that yielded higher margins from contract manufacturer.
- **Reduced two operations located in different cities to single unit producing multiple lines** through application of LEAN principles and delivery of employee cross-training in necessary skills and knowledge.
- **20% rise in proceeds** created by developing start-up private-label envelope business that capitalized on company's purchasing power and converting capabilities of seven geographically dispersed vendors.

International Paper Company | Memphis, TN

2004 – 2015

World's largest producer of fiber-based packaging, pulp, and paper with approximately \$22 billion in annual revenue.

Director, Finance and Operations - West Region Fiber Supply | 2013 – 2015

Directed 19-person staff in procurement of \$700 million of wood fiber utilized by seven mills in four states.

- **\$84 million in combined purchasing and operating spending** avoided by leading Deliberate Improvement Projects in identifying and sharing best practices across seven independently functioning plants.
- **Circumvented \$1 million in payouts**, lowered mandatory minimum purchases, extended contract term, and garnered independent operator's commitment to capital expenditure improvements through robust negotiation.
- **Expanded competitive strength** by shortening time truck drivers spent at processing facility through implementation of automated, camera-supervised, weigh-in-weigh-out raw-material delivery system.
- **Generated excess of process improvement ideas** through combination of methods-upgrade blue skying with personal skills development discussions during monthly one-on-one meetings with operations managers.

Additional Experience: Strategic Sourcing Leader & Rail Carrier Operations Manager for International Paper Company

EDUCATION & PROFESSIONAL DEVELOPMENT

Bachelor of Arts
in English
Mercer University



International Paper: Sales Effectiveness • Managing on the Edge • Manufacturing Excellence
Situational Leadership I & II • Leading from Every Chair