

Jeremy G. Roberts

Vision / Mission / Direction ♦ Results Enrichment ♦ Collaborative Management Style ♦ Entrepreneurial Mindset

SENIOR DIRECTOR - SUPPLY CHAIN OPERATIONS

Broadly and Deeply Experienced Senior-Level Operational Management Professional and Marine Corps Veteran with more than two decades of successes leading diverse groups in the design and execution of complex, challenging projects that enriched performance in intimidating environments. Inventive, prudent, and thorough with the confidence and business sense to challenge stifling paradigms with expansive concepts focused on satisfying immediate and future needs.

Relied Upon for Producing Substantial ROI in Consequential Circumstances

An expert at identifying growth opportunities in existing processes, devising new methodology, and restructuring the business model to boost customer satisfaction and build the bottom line. Accomplished at converting disparate individuals into dedicated, efficient teams focused on achieving beyond expectations and consistently acknowledged as group leader. Clear, concise, and convincing communicating ideas that change an organization's future.

CORE COMPETENCIES

Cost Control	Leadership Credentials	Outsourcing
Multi-Site Administration	Project Direction & Control	Enterprise Reengineering
Organizational Structuring	Teaching / Training / Mentoring	Event Planning & Execution
Change Initiation & Management	Strategic / Tactical Planning & Execution	Business Acuity / Financial Acumen

PROFESSIONAL EXPERIENCE

West Virginia University – College of Business & Economics | Morgantown, WV

2019 - Present

A prestigious institution known for strong academic programs and a vibrant campus life offering a diverse range of disciplines and opportunities for students to engage in research, sports, and community involvement.

Professor of Practice – Global Supply Chain Management

Charged with bringing industry to the classroom by instructing more than 3,100 students in various aspects of supply-chain management generating \$3+ million in revenue to the university.

- **22% decrease realized in a food bank's average cost per patron** by inaugurating a low-cost inventory-management system that tracked purchases, donations, and usage trends refining needs forecasting.
- **Enhanced the efficiency of the university's supply chain function** by devising and implementing a business reengineering strategy that revamped administrative processes and policies, restructured select departments, and leveraged innovative technologies.
- **Improved patient experience in 15 mid-sized healthcare facilities** by restructuring the project management office, shifting the basis for decisions to best practices, training and mentoring assigned project managers and teams, and continuing an active oversight of all ventures.
- **Modernized students' supply-chain instruction** by initiating experiential opportunities through the addition of SAP software and training programs geared to associated curriculum modules.
- **Shrunk management's knowledge gaps**, stemming from expanding innovation, by identifying understanding shortfalls repairable through training and mentorship and restructuring the organization to provide needed support.

Disabled American Veterans Department of North Carolina | Raleigh, NC

2005 - 2018

A non-profit organization with the mission of improving the lives of disabled veterans and their families.

Chief Executive Officer & Regional Portfolio Manager

Managed a \$128 million budget and a staff of 23 direct and 366 indirect reports focused on setting local branch objectives, remedying program shortfalls in coordination with key stakeholders, and executing special projects and events.

- **73% decrease in time required for senior-level decision-making attained** by migrating the reporting procedures of 61 offices from paper-based standards to an electronic ERP system.

- **30% slice in travel spending realized** by adding P&L performance measurement to the factors considered when evaluating senior managers for promotion.
- **13% lessening of overall costs achieved** by practicing diligent budgeting and enforcing strategic procurement procedures to ensure every expenditure supported the firm's charitable mission.
- **Contributed to the organization's long-term success** by providing the board with growth-focused action plans devised through meticulous competitive and market-trend analysis and visionary guidance.
- **Executed numerous, roundly praised, multi-day events** attended by thousands through exacting budget management, conscientious resource coordination, and execution of seamless on-site operations.
- **13% rise in operational efficiency scored** simultaneous with advances in service value to stakeholders by lowering costs through outsourcing and streamlining administration thereby increasing resource allocation to mission fulfillment.

US Navy – Weapons Training Battalion | Camp Lejeune, NC

2005 - 2009

Military unit specializing in weapons training to ensure proficiency in various armed combat techniques and enhancing deployment readiness.

Logistic Department Manager

Coordinated daily supply and logistics operations, controlled inventory, and administered a \$182 million budget through a 53-person staff operating in multiple locations.

- **Assisted post-hurricane relief efforts** for a 3,300-person community by dynamically changing the objective of operations to humanitarian aid and coordinating dispensation of stockpiled supplies with local government agencies.
- **Completed a cost-recovery initiative** without compromising service delivery by analyzing MRO requisitions to evaluate procurement trends leading to lower safety stocks and reorder-point thresholds.
- **Speeded and lowered the outlay for** constructing military training targets by driving a change in the materials used.

US Marine Corps – Marine Wing Communications Squadron 28 | Cherry Point, NC

2001 - 2005

Specialized unit responsible for maintaining effective command, control, and coordination to secure reliable, seamless communication between the Marine Wing and other units in support of Marine Corps aviation operations.

Warehouse Operations Manager

Oversaw daily shipping, storage, and tracking operations of a \$252 million warehouse enterprise by directing the activities of a 15-member team.

- **Augmented efficiency of a 150,000 sq. ft. warehouse** by integrating established technology, affecting best practices in space design and product flow, and training the workforce in updated procedures.
- **Led an overseas deployment of 500 military members**, 65 tons of equipment, and 76 vehicles by guiding project planning and implementation through collaboration with leadership, stakeholders, and civilian 3PLs.
- **Strengthened resource productivity and site effectiveness** by improving communications across multiple forward facilities through honing data transmission practices, activating existing warehouse-management IT, and leveraging personal connections.

EDUCATION / PROFESSIONAL TRAINING / CERTIFICATIONS / ASSOCIATIONS

Doctor of Management in Organizational Leadership with specialty in **Information Systems and Technology**,
University of Phoenix

Master of Business Administration in Management Information Systems, Park University

Bachelor of Science in Management, Park University

Lean Six Sigma Black Belt • RCRA Hazardous Waste Training

Project Management Professional (PMP) • Certified Supply Chain Professional (CSCP)

Association for Supply Chain Management • Academy of Management • Project Management Institute