

Client Name

Phone Number
Email Address
LinkedIn Address

CAREER SUMMARY

Senior Vice President with a proven history of continuous success in reconstructing and transforming small, mid-sized and large companies into Fortune 500 corporations, both domestically and internationally, by training high-performing global teams to dominate industries. Expert in executing national and international marketing strategies geared toward increasing company revenue by at least 15% year over year, managing multi-million dollar accounts by investigating negative and positive cash flow of companies and identifying operating and financial leverage to successfully secure, negotiate and amend universal vendor contracts. Drive business development through strategic planning and implementation, business-to-business marketing and networking, social media advertising and promotions and company recruitment and branding.

AREAS OF EXPERTISE

- Strategic Planning & Execution
- Global Contract Negotiations
- Staff Training & Development
- Business Forecasting & Design
- Financial Analysis & Budgeting
- Event Planning & Management
- Client Relationship Management
- Marketing Strategies & Analysis
- Revenue & Market Growth
- Social & Digital Marketing
- Executive Coaching Methods
- Customer Retention Strategies
- Strategy Development Process
- Global Vendor Management
- Program Design & Execution
- Risk & Revenue Management
- Global Business Conversion
- Business Planning & Design
- Supply Chain Management
- Human Capital Expansion
- Global Corporate Consulting
- Cash Flow Management
- Market Research Planning
- Profit & Loss Management

PROFESSIONAL WORK EXPERIENCE

Premium Consulting, NJ, NY, PA
Owner/Operator

2012 - 2013; 2015 - Present

Founded consulting firm to provide top-notch business transformation and operational expertise to small, mid-sized, and large companies seeking to reduce complexities and gain a competitive advantage in business while simultaneously driving revenue and growth. Established and delivered programs that would aid in continuously maximizing annual revenue and minimizing operational costs year over year. Recommended business models that supported the company's policies, procedures, goals and objectives to steadily achieve the highest level and quality of productivity.

Key Accomplishments

- Directed a team of over 1700 employees within the North America region on how to successfully control budgets, track and increase performance metrics and improve facility management
- Managed a transformation project for a privately held firm by evaluating the delivery model and making recommendations that improved service executions, process efficiencies, technology improvements, employee development, succession planning and the compensation model by over 50%
- Recommended suggestions for updating policies, procedures and processes of multi-million dollar corporations that consistently increased the bottom line by 15% year over year

Study Group, World-wide

2013 - 2015

Senior Vice President of Global Operations

Managed a team of over 400 employees over multiple time zones (US, London, Australia and Asia) in the daily operations of a global consumer and agent focused business model. Built a sustainable operations model that modernized processes by reducing costs and positioning the business for growth. Evaluated delivery models, overhauled compensation models and made recommendations to improve service executions, employee development and succession planning.

Key Accomplishments

- Collaborated with executive team members to successfully oversee \$130M in annual business revenue by consistently implementing strategic cost effective business methods
- Spearheaded the implementation of maximizing operational projects by using sales tactics to upsell and cross-sell to clients, resulting in a 25% increase in consumer satisfaction and opportunities totaling \$300K
- Improved the process of negotiating with global vendors and establishing the terms of repayments, resulting in a net savings of \$450K
- Directed key organizational staffing initiatives and implemented a sustainable regional organizational structure by eliminating 14 full-time positions, resulting in a savings of \$650K

Realogy Corporation, Parsippany, NJ

1998 - 2012

Senior Vice President of Global Operations

2011 - 2012

Recruited executive leaders to spearhead partnerships with firms that were beneficial to maximizing on the profitability of utilizing the most cost effective solutions. Investigated key solutions used to optimize revenue management that could have potentially resulted in a constant increase in revenue stream on a yearly basis. Generated a plethora of career advancement opportunities that allowed succession planning and a continuous reduction in recruiting expenses.

Key Accomplishments

- Increased the rate of gross commissions retained by 6% for three consecutive years by cooperating with both senior and executive management to discover and apply supplemental sales tactics
- Examined and reconstructed the sales process and enforced the consistent use of Salesforce.com, increasing sales by at least 15% and decreasing the total processing time by 48 hours
- Identified and deployed an electronic approval process using SharePoint and CRM, resulting in a 24 to 48 hour decrease in delayed execution of contracts and revenue stream
- Directed executive staff on how to enhance payable solutions and wire transfers to meet customer expectations and contractual terms, resulting in a 20% increase in overall customer satisfaction
- Partnered with the franchise sales department to detect and execute cost effective solutions in an effort to increase both domestic and international sales to \$350M in the year 2011
- Utilized technology and key data to achieve a 50% increase in compliance and mitigated risk by enforcing an insurance solution used to accurately track general liability and errors and omissions insurance
- Led senior-level staff in successfully leveraging workflow and integrating Microsoft CRM with Outlook, resulting in a savings of \$500,000 in a fiscal year

Senior Vice President of Global Strategic Development

2007 - 2008

Directed over 500 cross-functional employees of multiple brands and departments by leading all brand personnel in weekly meetings with data analysis. Collaborated with other executives to identify strategies used to save businesses or merge businesses in order to maintain a dominant franchise brand market share of 25% on a consistent basis. Assisted the CEO with managing housing market downturn by recognizing effective tactics and analytics prior to executing strategic plans. Collaborated with higher-level managers to manage customer relations, capital budgets, SOX compliance, administration and the renewal of agreements.

Key Accomplishments

- Developed and initiated consolidations, debt restructure and roll-ins, resulting in a savings of \$3.4M in revenue
- Collaborated with the CEO and CFO to identify funding-related programs of \$100M that would aid franchisees in converting costs and reinvesting in their businesses in order to maximize growth potential
- Met target penetration goal of at least 70% for 780 franchisees by restructuring over \$8M in development advance notes to delay repayment by gaining additional years on contracts over a 10 to 12 month period

Senior Vice President of Global Operations

2004 - 2006

Established luxury networking events that allowed for strategic business relationships and future brand franchise growth. Partnered with HR department to hire and train staff on all levels for brand field-based operations, consulting, marketing and learning purposes. Initiated the opportunity to leverage any internal talent and stay within budget in order to staff a new brand by leveraging the industry.

Key Accomplishments

- Handpicked by the CEO to co-manage the launch of a luxury startup franchise due to results-driven leadership skills and exceptional operational and technical expertise
- Produced an additional \$2M in annual revenue through the development and execution of a referral network in conjunction with the Sotheby's Auction locations and the corporate legal team
- Singlehandedly led event executions for key luxury brand networking events at MOMA, The Waldorf, NYC and many other key venues in the Florida, California and Arizona Markets

Vice President of Franchise Operations

2001 - 2004

Key Accomplishments

- Aided the Information Technology team in investigating and resolving a live streaming issue that was out of balance by \$1M within 24 hours of launching
- Singlehandedly replaced the accounts receivable and billing process with an automated solution, resulting in an increase in revenue of \$8M
- Trained a team to recognize and implement lockbox feeds from Bank of America and leverage the electronic payment functionality offered to incorporate electronic payment into the electronic reporting system, improving the timing of recognition of revenue and more accurate rebate payments
- Reduced headcount by 5 through technology improvements, saving the company over \$300K in expenses

Director of Global Operations

1998 - 2001

Key Accomplishments

- Yielded over \$5M in savings over three consecutive years by consolidating departments and reducing headcount by at least a total of 100 full-time and temporary employees
- Spearheaded the design of groundbreaking technology that allowed for future e-commerce solutions that represented a \$40M investment by the company
- Recommended suggestions for creating and implementing policies and procedures beneficial to the company that consistently increased the bottom line by at least 25% each year

Unilever Best Foods, Englewood Cliffs, NJ

1988 - 1998

Manager of Operations

1995 - 1998

Led and successfully maintained a team of 30 staff members by covering day to day operations effectively and with minimal negative impact to the business. Improved the operational systems and processes to expand the potential to

reach the company's goals and objectives. Reviewed and analyzed financial reports to measure productivity and goal achievement in an effort to accurately determine areas of improvement.

Key Accomplishments

- Managed \$27M in monthly receivables by formulating a centralized team and identifying and implementing collections and deduction system modules
- Generated \$8M in annual invoices for 6,000 accounts and a distribution system of 30 major wholesalers and 2,500 direct distributors by identifying business needs and updating the billing and distributor billing system
- Achieved synergies of over \$500,000 by consolidating seven billing systems down to four and implementing a centralized customer processing center for SB Thomas, Entenmanns, Arnold, Oroweat and Freihofers premium brands
- Reduced private-sector DSO by \$3.5M and government DSO by \$4M as well as aged accounts receivable (30+ days) by 23.5%
- Redesigned back-end processing for a new hand-held distribution billing and settlement system for more than 4,800 distribution routes
- Conceived and implemented a customer maintenance, billing and information retrieval process, resulting in synergies, streamlined operations and more timely billing and collections

Earlier Career: Customer Service Manager, Supervisor and Cash Investigator at Unilever Best Foods; Long Term Substitute Teacher, Girls Soccer, Track and Softball Coach for Union County Regional High School District (Springfield, Clark, Berkeley Heights, Kenilworth); Account Representative at AT&T; Front End Manager at A&P Supermarket

PROFESSIONAL AFFILIATIONS

Vice President of Monterey Beach Club

AWARDS

Employee of the Year
Outstanding Employee

TECHNICAL SKILLS

- | | | |
|---------------------|------------------------|-------------|
| • Microsoft Outlook | • Microsoft PowerPoint | • Pinterest |
| • Microsoft CRM | • Microsoft Excel | • LinkedIn |
| • Microsoft Word | • Google Docs | • Twitter |
| • Microsoft Access | • Salesforce.com | • Facebook |

EDUCATION

Fairleigh Dickinson University, Madison, NJ, Master of Business Administration in Management

West Virginia Wesleyan College, Buckhannon, WV, Bachelor of Science in Business Administration

Wharton School of the University of Pennsylvania, Philadelphia, PA, CEO Series Leadership Program