

OPERATIONS – LOGISTICS - CUSTOMER SERVICE - EXECUTIVE

DISTRIBUTION- CUSTOMER SERVICE - DOCUMENT PROCESSING – FACULTIES MANAGEMENT SYSTEMS IMPLEMENTATION - CONSOLIDATION – PLANT RELOCATIONS - START UP OPERATIONS - RESULTS ORIENTED VISIONARY LEADERSHIP

A senior executive with proven experience in direct-to-consumer media products. An operations professional who has demonstrated experience in all facets of business operations. A strong leader with tested abilities in implementation of major capital projects, teambuilding, effective negotiating, document and remittance processing systems, customer service, distribution/warehousing operations. An excellent communicator with the ability to effectively engage people at all levels within an organization.

Key Skills

- **Reduce Costs, Improved Service, Enhance Performance and Eliminate Redundancy**
- **Exceed Customer Expectations or Demands**
- **Streamline Workflows, Consolidate Operations, Select Sites and Relocate Facilities**
- **Development and Implement Major Capital Projects**
- **Create a Culture of Trust, Integrity and Teamwork**

SELECTED PROJECTS AND ACCOMPLISHMENTS:

- Spearheaded the relocation of Columbia House Distribution and Document Processing Center from Terre Haute, IN to Duncan, SC and Indianapolis, IN. Completed project ahead of schedule and produced \$30M in savings. Reduced headcount from 2,000 to 785 employees while enhancing service levels.
- Coupled Customer Service Operations between Columbia House, BMG Entertainment and an off shore outsourcer to provide fall over redundancy. Decreased management overhead by 70%, cross trained employees for various product lines and decreased average handle time by 24%. Avoided capital expenditure of over \$1MM by utilizing existing switch and associated equipment/systems.
- Implemented Image Cash Letter process to image all remittance types; personal checks, business checks and money orders. Eliminated bank courier service, Federal Reserve check sorting and reduced bank fees resulting in nearly \$500K annually.
- Led vendors in the design and build of automated CD one count and multi-count packaging machines. Increased production from 250/hour to 3,600/hour producing annual savings of \$2.7M.
- Created a rolling sampling technique to eliminate return processing backlogs at USPS facilities. Increased our ability to reuse returned product 80%, decreased reorder quantities and reduced downstream scrap quantities by 1M units. USPS adopted process for other industry bulk mailers.
- Combined an innovative scanning process with acquisition of new technology to increase read rates from 52% to 90% and provided yearly savings of \$900K

- Moved Bookspan's (Doubleday Book & Music Club and Book of the Month Club) order and remittance processing from Mechanicsburg, PA to Indianapolis, IN within 90 days. Reduced cycle time, improved service from 5 to 2 days and achieved annual savings of \$2M.
- First in the industry to successfully implement remote remittance processing. In 4 months improved access to remitted funds, eliminated 2 production shifts and produced annual savings in excess of \$700K.
- Transformed union adverse management and 500 union hourly employees relationship to a trusting team based environment. Resolved backlog of 300 grievances within 30 days. Reduced grievances and cut ongoing grievance resolution cycle time to 1 week.. Leveraged this strengthened relationship to install innovative processes which earned PolyGram Group Distribution the RIAA distributor of the year award for three years in a row
- Consolidated 6 distribution/return centers into a newly built facility within 18 months. Installed narrow aisle wire guided storage, multiple order pick monorail system and a bar code sort system. Increased output 31% and reduced cost 27% for annual savings of \$5.3M.
- Revised location policies across what were 3 distinct businesses in various states, into one operating policy. Revisions eliminated conflicting policies, produced savings in excess of \$300K and improved morale with employees having clear, concise direction regarding location policies.

PROFESSIONAL EXPERIENCE:

1994 - 2008	Direct Brands (BMG/Columbia House) Largest U.S. direct-to-consumer distributor of media products	Indianapolis, IN
	Senior Vice-President and General Manager, BMG Columbia House	
	Vice-President, BeMusic Services	
	Senior Director - BMG Direct	
	Director - BMG Direct	
	Manager - BMG Direct	
1990 – 1994	PolyGram Group Distribution Now part of Universal Music Group	Indianapolis, IN
	Director National Distribution and Returns	
1982 – 1990	BMG Direct	Indianapolis, IN
	Manager - RCA/BMG Music Service Distribution Operations	
Prior to 1982	RCA Music Service	Indianapolis, IN
	Progressive levels of responsibility with RCA manufacturing, warehousing and distribution.	

EDUCATION:

A.A.: Applied Science	Purdue University
B.S.: Business	Indiana University

LOGISTICS AND SUPPLY CHAIN PROFESSIONAL

DYNAMIC LEADERSHIP • GOAL FOCUSED • EFFICIENT RESOURCE ALLOCATION

Strategic Planning • Problem Solving • Requirement Definition & Analysis • Third-Party Logistics (3PL)
• Systems Development & Automation • Process Evaluation & Improvement • Regulatory Compliance
Quality Assurance • Cost Reduction • Risk Mitigation • Customer Service & Retention
Staff Development & Team Leadership

PROFESSIONAL HIGHLIGHTS

HD SMITH, Springfield, IL (*\$3.5B wholesale distributor of consumer pharmaceutical & HBA products with operations in 7 states*)

DIRECTOR, OPERATIONS, 2005 – 2008 | Planned, managed, and staffed all operations, projects, and programs for eight 100,000 SF national distribution centers. Oversee capital projects, logistics and transportation, safety, technology, vendor contracts, and regulatory compliance, cost reductions, and productivity improvement. Provide leadership to a 3-member team of department managers and project managers with indirect oversight of up to 12 consultants and vendors on a project-by-project basis. Member, Corporate Operations Leadership Team.

- ✓ Full P&L responsibility for \$600M operations budget, \$30M project budget, and \$270M inventory.
- ✓ Played key role in building, evolving, and integrating the corporate Operations Department into the enterprise structure/culture, positioning it as keystone for growing the distribution organization.
- ✓ Led efforts to achieve and maintain performance excellence by authoring and implementing world-class best practices, standardized SOPs, strict financial controls, and specific metrics/scorecards for all distribution centers.
- ✓ Ensured attainment of project parameters for time, cost, and quality by formalizing the project management and budgeting processes for all capital improvement projects.
- ✓ Planned and managed 3 concurrent design-build projects valued at \$30M and delivered 90 days ahead of schedule. Fast track expansion saved \$750K in capital investment costs.
- ✓ Designed, implemented, and delivered a \$7M IT Warehouse Management System (WMS) project at 15% under budget.

DIRECTOR, TOTAL RETURNS, 2004 – 2005 | Managed full-service, nationwide returns processing operation for a pharmaceutical reverse distribution system with customized, value-based programs for independent retailers, corporate chains, hospitals, clinics, and long-term care facilities. Led 10-member team of field sales professionals and 6 distribution FTE's

- ✓ Full P&L oversight for \$1.4M in annual sales with an annual operating budget of \$3M.
- ✓ Reduced operating expenses 25%, which saved \$300K in salaries by eliminating unprofitable accounts and consolidating the sales force from 12 national to 5 regional.
- ✓ Reduced returns processing time from 21 business days to 7 business days by identifying and resolving operational deficiencies within the distribution organization. Annual Savings \$180K

CLM PALLET RECYCLING, Indianapolis, IN (*High-growth supplier/recycler of containers & pallets to food manufacturers & distributors*)

DIRECTOR, REGIONAL OPERATIONS, 2002 – 2004 | Managed all operations, including strategic planning, production, financial reporting/analysis, operations/capital budgeting, administrative affairs, staffing, quality, safety, and customer service. Led team of 7 plant managers in their supervision of a staff of 263. Member, Corporate Management Team

- ✓ Provided full P&L oversight for \$24M operation with inventory of \$8.1M and annual throughput of 12M units in a network of 7 plants in 5 states.
- ✓ Oversaw and protected critical 3PL provider relationship with global container and pallet pooling leader, Chep USA.
- ✓ Achieved Chep's "management group of choice" designation for new business opportunities and programs.
- ✓ Exceeded revenue goals by 25% (\$250K) through fast-track construction and startup of 7 facilities within 90 days.
- ✓ Changed production and distribution processes to eliminate regulatory bottleneck in operational startups; new procedures were subsequently adopted and standardized for use in Chep facilities.
- ✓ Achieved 12% increase in productivity in the first 30 days with the implementation of a pay-for-performance incentive program for pallet repair employees.
- ✓ Reduced raw materials costs by 15% by centralizing purchasing, leveraging vendor relationships, and taking advantage of quantity discounts. Annual savings \$180K.

BINDLEY WESTERN DRUG COMPANY/CARDINAL HEALTH, Indianapolis, IN (*Fortune 500 wholesale pharmaceutical distributor to retailers, HMOs, & hospitals*)

DIRECTOR, OPERATIONS, 1996 – 2002 | Managed warehousing and distribution activities for 16 facilities, a team of 3 managers and their support staff. Directed facility construction, redesign, expansion, automation, and equipment retrofit.

- ✓ Allocated and controlled \$15M budget.
- ✓ Led construction and operational startup of 6 distribution centers within 2 years, enabling a \$1.5B growth in sales.
- ✓ Relocated 3 divisional operations into state-of-the-art warehouses in just 18 months by designing a standardized relocation model that mapped out warehouse sites and slotted SKUs based on velocity and cube requirements.
- ✓ Completed the facility relocation and moved \$80M of inventory in 48 hours without any disruption in customer service.
- ✓ Mitigated risk exposure and avoided \$300,000 in fines from the DOT by spearheading the design and implementation of an IT-driven system that generated documents for shipping hazardous SKUs.

LEADERSHIP PROFILE

Bachelor of Business Administration, CLEVELAND STATE UNIVERSITY, Cleveland, OH

Ongoing Professional Development: Business & Financial Strategy for Sales & Operations Professionals • Total Quality Management (TQM) • Managing the Performance of Others • Coaching Others for Top Performance

Affiliations, Memberships: Warehouse Education and Research Council • Healthcare Distribution Management Association • Council of Supply Chain Management • Business and Professional Exchange - Indianapolis

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EXECUTIVE SUMMARY

Operations Executive with expertise in demand management, material and supply planning, distribution/logistics, transportation (all modes), customer service and 3PL management. Broad leadership experience across multiple industries, both domestically and internationally. Ability to conceptualize, evaluate and develop new processes to solve problems and increase quality and productivity while reducing costs. Comprehensive understanding of supporting IT systems including ERP, APS, MRP, and EIS applications. Extensive project management skills with a proficiency at developing and motivating a productive team. Goals-oriented with excellent interpersonal, organizational, team building and communication skills.

PROFESSIONAL EXPERIENCE

NOVELTY INC. 2006 to 2009

GREENFIELD, IN

Novelty Inc. was a privately-held, vertically integrated manufacturer, distributor, wholesaler and liquidator of high impulse gift and novelty items.

Vice President – Supply Chain

Responsible for supplier management, international (inbound) transportation, warehousing, outbound transportation and fleet management. Managed a \$13.8 million budget encompassing ocean freight, 135 permanent and temporary employees, 2 full service distribution centers and 2 cross-dock facilities and a 260 vehicle fleet (both OTR and DSD).

- Reduced international transportation costs by 15% through aggressive NVOCC management, improved deployment between distribution centers, and a 5% increase in container utilization.
- Improved outbound transportation expense ratio by 9.8% by increasing private fleet utilization, rationalizing deployment and continual third party carrier negotiations.
- Lowered warehouse variable labor cost per unit shipped by 23% via elimination of non value add activities.

THOMSON INC. 2000 to 2005

INDIANAPOLIS, IN

Thomson provided a wide range of video technologies, systems, finished products and services. Brand names included RCA, Technicolor and Thomson.

Vice President & General Manager, Customer Operations (Consumer Products) (2001 to 2005)

Manage \$4.8 million cost center and 60 employees within Logistics (Transportation, Warehousing, Reverse Logistics), Customer Service (B2B) and Sales Planning. Further responsible for 900+ third party contract employees. Direct Distribution Center Operations at 9 locations accounting for 3 million square feet. Supported up to \$4 billion in revenue, 400,000 orders, 2 million line items per year. Served as project manager and U.S. champion of various Thomson corporate initiatives including the Consumer Products SAP Feasibility Study, Thomson Quality Systems (TQS) and the Process Transformation Initiative (PTI).

- Maintained total logistics costs at a flat percent to revenue despite a revenue base declining at 15% per year through active management of third party warehousing and transportation management providers and related process improvements.
- Implemented Collaborative Planning, Forecasting and Replenishment (CPFR) with customers/product lines representing over 24% of U.S. net sales with full integration into i2 Supply Chain Suite.
- Achieved 3% reduction in annual in-bound ocean carrier spend of \$30 million.
- Improved overall dollar weighted fill rate by 19% by implementing cross functional teams across the total supply chain in U.S., Canada and Latin America.
- Reduced Customer Service staff by 48% over 3 years while improving service levels and dramatically reducing vendor compliance charges.
- Restructured returned product processes and operations for the audio/video product line, resulting in a 38% improvement in net asset recovery.

Program Director, GROWL Strategic Initiative (2000 to 2001)

Managed and coordinated all facets of headline corporate initiative, reporting to Executive Vice President, Americas. Responsible for 15 distinct projects in 3 major areas (Earnings and Process Improvement, Strategic Marketing and Innovation Integration)

Significant achievements include:

- \$155 million reduction in average working capital.
- Permanent reduction of 15% in overhead costs (from baseline of \$200 million) involving work activities of approximately 1400 people through a Business Process Improvement (BPI) project.
- Annual savings in excess of \$5 million achieved with implementation of 3PL provider.

COTY INC. 1997 to 2000**AMSTERDAM, THE NETHERLANDS**

Coty was a \$1.7 Billion manufacturer of cosmetics and fragrances.

Vice President, Supply Chain Eastern Europe (1999 to 2000)

Responsible for product supply for 6 domestic markets controlling 15 warehouses and export operations in 21 countries.

- Implemented a Distribution Requirements Planning (DRP) system between country distribution centers and factories/distribution centers in western Europe.
- Improved end customer service levels within the region from a 4 week rolling average of 84.0% to 94.1%, while maintaining average inventory levels at less than 9% of annual net sales.
- Instituted improved forecasting procedures throughout all countries, including training of all marketing, commercial and logistics personnel.

Vice President, Materials Management (1997 to 1999)

Member of Executive Operations Management Team with responsibility for demand management, production planning, inventory management and data administration. Coordinated Planning departments for 4 factories, producing 7,000 regular sku's and 4,000 promotional and launch sku's per year. Managed finished goods inventory of \$189 million across Western and Eastern Europe.

- Completed implementation of focused factory strategy in Europe.
- Organized factory professional staff into self-directed work teams focused on brand platforms.
- Improved on-time performance for New Products and Promotions by 34% across all factories.
- Completed the re-design stage of European demand and supply planning processes in advance of an APS software implementation (Manugistics).

Project Manager, European Business Process Reengineering (Jan 1998 to June 1999)

Appointed as Internal Project Director for a comprehensive BPR project encompassing all business functions in Western Europe.

- Created ten cross-functional, multi-national teams to complete the As-Is Analysis, End-to-End Process visioning, Functional Visioning, and Sub-Process Visioning stages.
- Managed various external consulting resources with respect to BPR process design, Change Management, and ERP/APS system selection (SAP/Manugistics).
- Organized the preparation of the Business Case with a 10 year NPV of \$262 million, an IRR of 42% and a payback of 3.7 years.

THE WARNACO GROUP, INC. 1997**BRIDGEPORT, CT**

Warnaco was a \$1 Billion apparel manufacturer.

Vice President, Sales Forecasting -- Intimate Apparel Division (Interim Management Position)

Designed, developed and initiated the implementation of a comprehensive forecasting and business planning application. Consolidated forecasting processes and methods across all business units within the Intimate Apparel division.

MAIDENFORM WORLDWIDE INC. 1996 to 1997**BAYONNE, NJ**

Maidenform was the world's largest privately held manufacturer of intimate apparel.

Vice President, Demand Management

Developed and implemented business planning methods that resulted in detailed sales and production plans, financial benchmarks and performance measurements. Originated a process redesign methodology and co-chaired process flow improvement teams charged with immediately improving the business planning, forecasting, production planning and purchasing processes of the organization.

ELIZABETH ARDEN CO. 1993 to 1996**NEW YORK, NY**

Elizabeth Arden, previously a subsidiary of Unilever, was a \$1 billion prestige cosmetics and fragrance company operating in 33 countries.

Director, Forecasting and Quick Response (1995 to 1996)

Developed and maintained production plans for all western hemisphere markets, incorporating the results into the financial and business planning processes while continuously improving forecast accuracy. Initiated and maintained partnerships with U.S. retailers encompassing all aspects of automated and efficient replenishment of in-store inventory.

Director, Global Forecasting (1993 to 1995)

Created and organized a global department responsible for generating operational plans based on individual market performance coupled with strategic marketing plans. Identified, developed and implemented a global demand planning application (Manugistics).

RESOURCE EVALUATION LIMITED 1990 to 1993**HARRISON, NY**

REL Consultancy Group was an international management consulting firm that worked with multinational corporations to achieve gains in ROA and shareholder value through operational effectiveness.

Project Manager

Assisted management at leading U.S. corporations to analyze and quantify opportunities to institute more effective processes and implement programs which led to measurable financial benefits. Major examples included creating a global marketing department for a \$1 billion consumer goods company, re-engineering the accounts payable process of a prominent retailer and numerous working capital reduction initiatives.

GUY CARPENTER AND CO., INC. 1985 to 1989**NEW YORK, NY**

Guy Carpenter, a subsidiary of Marsh & McLennan, was the leading producer of brokered reinsurance premiums in the world.

Assistant Secretary (officer)

Structured, negotiated and distributed insurable risk portfolios to the secondary insurance market on behalf of major U.S. stock insurance companies. Largely responsible for \$6.3 million in reinsurance brokerage income to the company.

EDUCATION**NEW YORK UNIVERSITY, STERN SCHOOL OF BUSINESS****NEW YORK, NY**

M.B.A Finance, 1990

DARTMOUTH COLLEGE**HANOVER, NH**

B.A. History and Religion, 1984

Objective: To contribute in a management capacity, where leadership, problem-solving and organizational skills are combined with the ability to translate needs into results-producing actions, which achieve a positive impact on operating performance.

Areas of Knowledge and Skills:

Inventory management	Supplier rationalization	Departmental budgeting
Materials management	Purchasing	Supply chain/ Logistics
Production control	APQP	Warehousing/distribution

Work experience:

Ferro **Evansville, IN**
Supply Chain Manager *July 2007 - present*

- Reduced staffing 20+% while maintaining attainment of all metrics and efficiencies
- Eliminated costly in-house carrier program and transitioned all freight into 3PL and common carriers
- Worked on SAP implementation as member of data-scrubbing team for 5 plants

US Farathane **Sterling Heights, MI/Jackson, TN**
Materials Manager *February 2005 - July 2007*

- Worked with IT to become "power user" on in-house developed ERP/MRP system
- Trained other plant Materials Managers on new system use

Venture Industries **Fraser, MI**
Export Shipping Supervisor *September 2004 - February 2005*

- Coordinated secondary MRP program with IT to ensure raw materials on hand for repackaging into new export system for DCX Graz Austria
- Reorganized warehouse storage system for visual min-max replenishment from DCX suppliers

Eagle Ottawa **Rochester Hills, MI**
Buyer *September 2003 - February 2004*

- Managed full 3PL implementation for North American operations, including benchmark system
- Protected North American plants with natural gas futures hedging

Inventory Control Supervisor *October 2001 - September 2003*

- Increased inventory accuracy from 62% to 95% in a 10 month timeframe
- Tested new inventory system at Rochester Hills; later rolled out and taught system to other North American plants

Hide Procurement Manager *March 2001 - October 2001*

- Documented all departmental procedures for initial implementation into department manual
- Managed training program initiated through Human Resources to turn this position into a 2 year revolving internship

Materials Supervisor *September 2000 - March 2001*

- Eliminated all outside warehousing by reconfiguring on-site storage
- Reduced staffing 30% while maintaining quality of materials and shipping operations

Whiting Distribution**Hamtramck, MI***Warehouse Operations Manager**July 1999 – September 2000*

- Initiated cycle count procedures for 330,000 sq. ft. random location facility and 140,000 sq. ft. satellite facilities to eliminate quarterly 1 week shutdown inventories for largest customer
- Realized 50% gain in order selection and efficiency through redesign of “order pick” system
- Instituted procedures reducing inventory count time from one week to one weekend
- Coordinated with IT on successful RF Inventory and Order Selection implementation

Borden Pasta / Prince Macaroni**Warren, MI***Manufacturing Supervisor**July 1996 – July 1999*

- Retained backup transportation role and managed private fleet
- Improved throughput 12% through successful set-up time reduction program
- Oversaw implementation of changeover from pre-printed cartons to fully automated in-line printing systems

*Warehouse Supervisor**March 1990 – July 1996*

- Assumed secondary role for all transportation planning and sourcing including private fleet management
- Coordinated finished inventory redistribution from storm incapacitated warehouse while maintaining all service efficiencies
- Managed day-to-day operations of internal production warehouse, with multiple rented satellite warehouses

*Assistant Warehouse Supervisor**May 1980 – March 1990*

- Assisted in all outbound and inbound carrier and private fleet sourcing and load planning
- Increased and maintained product recall accuracy to levels above FDA mandated 96%
- Managed transition from manual paper-based inventory into system-based methods

Education:

- Davenport University / Warren, MI MBA/Finance – Graduated with Highest Honors
- Oakland University / Rochester, MI Bachelor of Science in Business Management

Affiliations:

APICS: Certified in Production and Inventory Management (CPIM)

NAPM/ISM: Certified Purchasing Manager (CPM), Applied Purchasing Practitioner (APP)

ACCOUNT MANAGEMENT

Process focused Account Manager, skilled in developing and increasing sales in an account base requiring long-term professional relationships at all levels within a customer. Accustomed to meeting and exceeding the requirements of demanding customers in a variety of functional areas including Executive Management Teams, Purchasing, Engineering, Procurement and Supply Chain. Experienced in coordination and implementation of complex contracts and programs which require strong supplier relationships and meet both company and customer requirements while maintaining profitability.

Account Management/Program Management/Management of Strategic Relationships

ACCOMPLISHMENTS

Executive Management

Achieved high penetration levels at accounts, through building of relationships in all areas of a company, required by the multi-level selling aspect of products and services. Provided project management support in new product phases including design, prototype, and manufacturing stages. Designed and implemented detailed strategic plans, enhanced supply chain solution strategies, and interfaced with Executive Management in day-to-day business activities.

- Consistently generated 15% of total revenue within branch with annual revenue >\$70M (12 Field Sales Representative-branch environment)
- Year-to-year revenue growth exceeding 8% in a market which grew 3%
- Achieved number one position with approximately 80% of assigned accounts
- Consistently maintained approximately 4% higher gross profit percent than branch peer group
- Increased passive-electromechanical and connector sales by 5% in a declining market environment through associated selling techniques and coordination with supplier community

Engineering Management

Managed all facets of relationships with a technical account base including Industrial Manufacturers, Design Houses and Contract Manufacturers. Implemented detailed strategic plans to achieve design wins goals within account base. Provided engineering support for new product phases including proof of concept, design, prototype, and manufacturing stages. Served as advocate for supplier high-technology products.

- Consistently number one in design wins across career
- Introduced companies capabilities to engineering teams and worked across all functional departments in customer base to handle multiple project cycles simultaneously
- Provided technical support and worked as a liaison between the customers' engineering community and the supplier/partner base.
- Attained and maintained Advanced Technical Sales Representative (ATSR) Technical Certification through comprehensive semiconductor training; ranked in top 5% of class

Purchasing/Procurement/Supply Chain

Developed and implemented customer-specific supply chain solutions including just-in-time inventory programs to support 3rd party manufacturing concept. Created solutions to address customer challenges associated with fragile business model (limited cash flow and capitalization, highly competitive customer nature, Pan-Asian entrance to domestic market, etc.).

- Introduced companies capabilities and supply chain expertise to customer base at a time when this industry segment was experiencing frequent production schedule modifications coupled with demand/supply imbalances

- Interfaced with Purchasing staff and line personnel in day-to-day business activities and design and implementation of mutually successful solutions
- Worked closely with customer base to maintain payables in a 45-60 day window

PROFESSIONAL EXPERIENCE

Arrow Electronics, Inc. **1996 – 2009**
Fortune 200 global distributor of semiconductor products, services and solutions

Senior Technical Field Sales Representative 1999 – 2009

Managed all facets of relationships with a technical account base including Industrial Manufacturers, Design Houses, and Contract Manufacturers.

Field Sales Representative for Contract Manufacturers 1998 – 1999

Supported an inherently demanding client base due to their fragile business model. Developed and implemented customer-specific supply chain solutions including just-in-time inventory programs to support 3rd party manufacturing concept.

Field Sales Representative for Account Development Group 1996 – 1998

Cultivated entirely new account base from small and under-developed client set not previously supported in the field. Introduced Arrow capabilities, established and nurtured customer relationships, and provided on-going support.

Electronic Sales and Engineering **1991 – 1996**
Semiconductor Manufacturer Representative Company

Distributor Sales Manager

Developed distributor channel and coordinated sales for franchised lines within distributor network. Initiated and maintained daily network of communications between principals and accounts. Worked closely with purchasing management and forecasting to maintain product flow within the supply chain.

Hurco Manufacturing Company **1984 – 1991**
Leader in design and manufacturing of computerized machine tools

Marketing Specialist, 1990 – 1991
 Administrative Specialist (Accounting), 1987 – 1990
 Administrator of Accounts Receivable, 1986 – 1987
 Collection Specialist, 1984 – 1986

EDUCATION

Indiana University, Indianapolis, Indiana 1990
 Bachelor of Science, Marketing and Business
 - Dean's List with Distinction
Ball State University, Muncie, Indiana 1980
 Associate of Arts, Marketing and Retail

CERTIFICATIONS

Molex University Sales Training – 2005
 Arrow Technical Sales Representative Training Course (ATSR) – 1999 thru 2008 (annually recertified)