

Business and Technology Operations Executive with a career history of producing highly profitable, innovative products within the Point-of-Sale marketplace. Exceptional record of success in building and leading top performing teams, directing programs as large as \$75M, and turning around underperforming business units and projects. Excel at implementing sales strategies, operations, customer support centers, strategic partner alliances and overseeing the design and delivery of innovative, next generation technologies in the retail ecosystem. Outstanding problem solving and customer relations skills. Notable successes and strengths...

- **Transformation Leadership:** Carried out operational and sales transformations, business restructuring and process improvements that resulted in new product and service delivery, 95% customer satisfaction while reducing cost by 65%.
- **Enabling Profitability:** Managed services, hardware, software, and partner programs that have produced \$611M since 1998.
- **Market Strategy and Revenue Opportunities:** Created \$19M in new revenue by identifying customer gaps in the global support model for hardware and managed services.
- **Operational Excellence:** Created and implemented customer satisfaction metrics to improve overall quality by 42%, customer tenure by 28%, and negative attrition by 13% resulting in \$4M in fiscal savings.
- **Sales Operation Optimization:** Start up business unit targeting third-party POS hardware produced a YOY increase of 600% in revenue totaling \$35M at 15% margin points.

Capabilities that Positively Effect Business Outcomes

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|---------------------------------------|-------------------------------|-------------------------|
| ▪ Cross-Functional Team Building | ▪ Partner Alliance Management | ▪ Trusted Advisor |
| ▪ Client Relationship Management | ▪ Budget and Cost Control | ▪ Retail Technology |
| ▪ Leadership and Diversity Management | ▪ Process Optimization | ▪ Contract Negotiations |
| ▪ Strategic Planning and Execution | ▪ P&L Management | ▪ Turnaround Operations |

A Career of Guiding Sales, Technology, Operational Success and Profit Growth

SPENCER TECHNOLOGIES, / Medway, MA

2020 – Present

Spencer Tech is a leading Integrated solution provider with \$80M in revenue and 500 employees.

EXECUTIVE VICE PRESIDENT OF SALES AND PARTNER ALLIANCES

Recruited to restructure the sales and partner alliance business units and charged with improving financial performance, new customer acquisition and partner alliance revenue.

- Initiated a Partner Alliance program with strategic positioning of products and services increasing on-target revenue from \$1.8M to \$8.9M in 2021.
- Recruited, trained, and developed a new direct sales team reducing human capitol expense by 50% while utilizing virtual partner FTEs with a targeted revenue growth of \$18.9M.
- Spearheaded migration from an IT Managed Services to an Integration Solutions Provider which includes Consultancy, Technology Integration, Support Center, NOC, and Technology Innovation Center.
- Led the creation of the Technology Innovation Center to virtualize products, services, and partner programs.

TECHNOLOGY ADVISORY GROUP / S&S HOME RESTORATION / Medina, Oh

2019 – Present

TAG is a faith based pro bono consultancy company providing leadership and operational strategies for Veteran owned companies in Medina, Ohio. A subsidiary of TAG is S&S Home Restoration which provides services to seniors, veterans and single mothers with home projects and repairs.

CEO, OWNER

- Implementation of POS technology for a multiple location jewelry chain increasing efficiencies by 21% and profitability 9%.
- Completed 69 renovation projects for the veterans, single mothers, and senior citizen communities in Medina since 2019

PARTNER TECH CORPORATION, A Division of Qisda / Irvine, CA,

2016 – 2018

OEM/ODM technology corporation with \$26B in revenue and 100,000 employees with offices in 80 countries.

Partner Tech, Continued**VICE PRESIDENT OF BUSINESS DEVELOPMENT**

Charged with the restructure of the fragmented sales and marketing departments through brand awareness and a cohesive infrastructure coupling sales, operations, and services.

- Developed growth plan to increase partner acquisitions by leveraging a new marketing campaign for brand strategy and technology innovation. Produced a 150% increase in sales opportunities.
- Managed P&L of \$21M and a team of 10 sales and marketing personnel.
- Recruited, trained, and developed a new direct sales team focused on strategic retail customers and a targeted increase to growth revenue of \$10M.
- Created the first integrated "Store of the Future" marketing strategy in North America for POS, AI VR, AR, and predictive customer analytics sparking a 60% increase in sales opportunities.

ORACLE CORPORATION / Redwood, CA

2002 – 2016

Software, Database and Cloud leader with \$40B in revenue and 139,000 employees in offices across 175 countries.

REGIONAL VICE PRESIDENT, TECHNOLOGY SALES, ORACLE (2014 - 2016)**VICE PRESIDENT OF TECHNOLOGY SALES, MICROS (2012- 2014)****VICE PRESIDENT OF GLOBAL SUPPORT, DATAVANTAGE (2002 to 2012)**

Provided executive leadership, innovation and strategy for various sales, operations, and support departments within Datavantage, Micros and Oracle. Managed teams more than 250 employees with a P&L of \$75M.

- Championed educational and technical career paths for employee growth and career advancement reducing overall attrition by 20%.
- Positively right sided the operational controls through a 38% reduction of operating expenses associated with legacy performance metrics. Produced a net savings of \$4M.
- Influenced and motivated legacy support teams to update and integrate a standard for the Customer Bill of Rights through transition points in the support model. Corporate adoption led to a decrease of 24% in operating expenses.
- Introduced technology that extended service and support plans increasing revenue by \$16M.

AMERICAN EAGLE OUTFITTERS, Warrendale, Pennsylvania

2000 - 2002

American clothing, and accessories retailer with 933 stores, 46,000 employees and annual revenues of \$4.3B

DIRECTOR, CONTACT CENTER OPERATIONS

Provided transformation Leadership for the launch of AE catalog and supported customer care center.

- Successfully transitioned call center to a third-party service provider. Seamless transition sparked explosive gains in service level standards of 15% and quality assurance standards of 22%.
- Timing and positioning of online business was paramount in integrating WMS and CRM technologies to the corporate operating platform without affecting customer service. First year savings to bottom line was \$495,000.
- Led the restructuring of call presentations in a shared representative environment to achieve a 43% decrease in cost per call, a 41% decrease in call to order ratio and a 29% decrease in average handle time resulting in a savings of \$214,000.

GAP INC. DIRECT, Grove City, Ohio

1998 – 2000

Gap Inc. leading retail apparel company with \$16B in revenue, 3,00 stores and 130,000 employees.

SENIOR MANAGER, CONTACT CENTER OPERATIONS (1999 to 2000)**OPERATIONS MANAGER, (1998 to 1999)**

Charged with building our two contact centers for ecommerce and catalog inbound sales in multiple states with advanced technology, initial social media support and distribution fulfillment.

- Developed forecast and staffing models to achieve a 20% increase in service level and a 29% decrease in cost per call resulting in a bottom-line savings of \$5,000,000.
- Successfully managed and developed start-up business during growth rates more than 590% during off-season and 900% during peak season.
- Managed rapid growth of a 110-seat call center to three call centers exceeding 800 seats and 2500 employees. In addition, responsibility for three third party support facilities totaling 300 seats and 500 employees.
- Implemented quality assurance techniques, organizational alignment, training models, staff development and team focused management styles for call centers with more than 550 seats and 1100 employees.

Gap Inc. Direct, Continued

- Successfully identified and captured market opportunities resulting in a new cross-channel sales program with a 37% increase in gross sales and an 18% decrease in cost per call.
- Spearheaded employee scheduling platform that optimized FTE base by \pm 25% to achieve a 19% decrease in training expenses and a 9% decrease in payroll expenses. First year savings to bottom line was \$425,000.
- Managed call center technologies such as, TCS, Agent Productivity, Real Time Adherence, Lucent Advocate, Best Service Routing, Elai, Text Chat, Chat Collaborate and IVR with speech recognition.

VISION TECHNOLOGIES INC., Powell, Ohio

1997 - 1998

*Niche programming company for legacy coding in main frame architecture. \$750K in revenue with 30 employees***DIRECTOR OF BUSINESS DEVELOPMENT****Leadership role in expanding Y2K programming resources in retail organizations and new banner acquisitions.**

- Developed corporate marketing plan that produced \$300,000 increase in sales revenue and 400% increase in employee staff members through client preservation and new business development.
- Directed and managed entire marketing platform for all divisions including business development, advertising, and human resources.
- Developed policies and procedures governing employee ownership and rights affiliated with technical consultants mutually employed by contractual corporation.

Bank One NA, Columbus, Ohio

1995 – 1999

*Bank One was the sixth-largest bank in the USA before merging with Chase in July 2004***Technical Manager, National Support Contact Center (1996-1997)****Operations Manager of Contact Center (1995-1996)****Restructured 21 small call centers into a National Platform reducing downtime, expenses by 16% and increasing the speed of resolution time.**

- Designed and introduced a "High Severity Alert System" for system outages affecting the national banking platform. The alert system reduced technical response times by 49% and decreased financial losses by \$ 3,000,000 during the initial 180 days.
- Implemented organizational plan focused on increasing team communications through realignment of team-focused responsibilities and provided leadership in redesigning and compiling measurement tools for individual, team and department performance.
- Established team-based incentives responsible for a 21% increase in agent productivity and a 32% decrease in employee attrition.

Comp-U-Card International Inc., Westerville, Ohio

1986 – 1995

*Membership-based consumer services conglomerate with \$738M in Revenue with 12,000 employees.***Branch Manager, Entertainment Publication (1994-1995)****Telecommunications Manager/Project Manager (1992-1994)****Assistant Manager, Contact Center Membership Services (1990-1992)****Supervisor, Contact Center Membership Services (1988-1990)****Membership Analyst, Contact Center Membership Services (1986 – 1988)****Responsible multi-state territory management, new market acquisition, budget management and analysis, long-range planning, administrative cost control, direct mail strategies and sales incentives.**

- Developed and maintained the number one membership retention team for 18 consecutive months.
- Exceeded departmental standards for membership retention by 50% and quality assurance by 23%, which resulted in a cumulative savings of \$2,000,000 in membership fees.
- Responsible for reducing employee attrition by 29% through the development of team-focused activities and employee participation in team mentoring programs.

MILITARY VETERAN**Ohio Army National Guard, First Lieutenant**, Medical Service Officer. Received Honorable Discharge**Ohio Army National Guard, Sergeant**, Military Police. Received Honorable Discharge**EDUCATION****Signature Leadership Medina County** - Executive Leadership and Economic Development. Class of 2020**Bachelor of Science Degree – Business Management** - Franklin University, Columbus, Ohio**Bachelor of Science Degree – Finance** - Franklin University, Columbus, Ohio