

XXXX XXXX

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PROGRAM DIRECTOR

Strategic Leader of High-Level, High-Visibility Projects

Driving Force for Improvements in Operations Performance, Processes, and Customer Satisfaction

Executive manager with the vision and agility to produce outstanding results and build collaboration among diverse business functions. Skilled in leveraging large teams to achieve ambitious goals on time and on budget. Proven record of motivating employees to peak productivity and performance. Successful in creating initiatives that yield cost efficiencies, quality improvements, and customer satisfaction.

PROFESSIONAL EXPERIENCE

XXXXX, Chicago, IL. 2002-Present.

DIRECTOR, XXX PROGRAM—Full P&L responsibility for the XXX program with 900 employees and contractors, seven U.S. centers, and an operating budget of \$750M. Oversee service delivery, maintenance, and reliability of xxx services in a five-state region. Create and implement sales and revenue growth strategies. Serve as key contact for national customers representing more than \$300M in annual revenue. Identify opportunities and drive initiatives and technological innovations to improve customer focus, productivity, quality, cost and process efficiencies, and revenue.

Key Achievements:

- Created and implemented a customer satisfaction program that increased customer ratings of "superior" by 11.2% and increased customer retention by 8%.
- Improved competitive pricing of services and reduced customer service operations costs by 14% through a Six Sigma quality, productivity, and system solutions initiative.
- Directed the team that improved overall service reliability by 10% from 2004 to 2005 through infrastructure and operational quality initiatives.
- Developed and oversaw implementation of a proactive service reliability monitoring system, reducing service downtime by 6.5%.
- Proposed and managed the international outsourcing of software development, yielding an annual cost savings exceeding \$12M and serving as a template for long-range service capability restructuring.

XXXXXXXX, Washington, D.C. 1998-2002.

OPERATIONS MANAGER—Directed strategic planning and overall administration for a \$255M XXX program. Controlled budgeting, acquisition, engineering, operations, and maintenance of a \$22M inventory. Recruited, trained, and managed staff of 120. Initiated and developed end-user training programs for all states. Proposed and implemented business process solutions to reduce expenditures and improve customer satisfaction levels.

Key Achievements:

- Successfully brokered and led a controversial \$34M multi-agency system implementation on time and on budget.
- Proposed and initiated standardization of training programs serving 35,000 users nationwide.
- Recognized for effectiveness in a highly politically charged environment and in meeting aggressive project schedules despite unprecedented challenges posed by 9/11.
- Eliminated outsourcing of Operations and Maintenance repairs, resulting in a 45% decrease in turnaround time and a cost reduction of \$8.5M.
- "Outstanding Employee of the Year, 2001."
- Promoted from Division Manager to Operations Manager.

XXXXXX, Washington, D.C. 1994-1997.

PROGRAM MANAGER—Conceptualized, implemented, and managed the Customer Care program with a \$15M operating budget. Recruited, trained, managed, and coached a staff of 40.

Key Achievements:

- Improved customer satisfaction service levels 18% from 1994 to 1997, contributing to a \$2M revenue increase.
- Sponsored the development and deployment of key systems that improved service delivery tracking, inventory management, and response to customer requests, reducing service response time by 12%.

XXXXXX, Chicago, IL. 1991-1994.

ADJUNCT FACULTY—Taught engineering courses at the undergraduate level.

EDUCATION

Ph.D. in Electrical Engineering, University of Chicago. 1991.

Master of Business Administration, University of Colorado at Boulder. 1988.

B.S. in Electrical Engineering, University of Chicago. 1986. Graduated *Magna Cum Laude*.

Professional Development

Executive Leadership Training, XXXX • Executive MBA Training, XXXX • Six Sigma TQS Certified in Management Quality.

AFFILIATIONS

Board of Directors, Humane Society of the United States.

Board of Directors, Leadership Chicago Foundation.