

Executive Profile

Extensive experience in global business management, vendor management, supply chain and outsourcing services. Responsible for all aspects of managing large global business accounts, including client relationship management, operational performance and financial management.

- ❑ Managed global teams with up to 800 employees across multiple countries (Philippines, Singapore, Mexico, Ireland, USA) in support of various clients' operations; driving execution excellence, cross regional standardization and global process improvement initiatives.
- ❑ Global organizational change management and business transformation experience.
- ❑ Focused on stakeholder satisfaction, execution excellence and continuous improvement.
- ❑ International experience through vendor/account/project management in the US, Europe, Latin America and Asia.
- ❑ Global P&L management and budgeting responsibilities for numerous multimillion-dollar revenue/spend accounts.
- ❑ Responsible for Fortune 500 client accounts including Microsoft, Apple and HP.
- ❑ In depth experience with RFQ/RFP processes, contract/SOW and pricing negotiations.

Professional Experience

Dogma Consulting (Reno, Nevada)
COO and Partner

2016 - Present

Providing freelance consulting services focused on the principles of high integrity, uncompromised morals, and respect for the individual & organizations served.

Amgen (Thousand Oaks, California)

2013 – 2016

Director GBS Vendor Management Office; 2015 – 2016

Responsible for vendor management office (VMO) and development of future VMO approach as part of newly developed Global Business Services (GBS) organization. Responsible for managing a large number of suppliers with about \$100M spend.

- Improved stakeholder satisfaction and supplier relationships through continuous improvement efforts.
- Reduced cost of vendor management team by 20% through contract renegotiations and efficiency gains.
- Member of core team developing GBS operating model with the objective to increase efficiencies and decrease cost through centralization of vendor services and optimization of the outsourcing approach.

Director Global Strategic Sourcing – Outsourcing Excellence; 2013 – 2015

Responsible for driving cross-functional outsourcing excellence through standardization, synergies and best practices.

- Consulted Global Strategic Sourcing team in developing effective outsourcing arrangements and contractual frameworks in order to avoid value leakage.
- Evaluated \$1B outsourcing spend and identified \$135M potential savings through outsourcing optimization.

arvato (Bertelsmann)

1998 – 2013

Global Business Director; 2009 – 2013 (US, Ireland, Mexico, Singapore, Philippines)

Accountable for client relationship for their outsourced global commercial contract processing business (\$35M annual revenue account). Responsible for the operational and financial performance of 4 BPO support centers with about 800 employees covering support in all global regions – based out of US, Mexico, Ireland and Singapore.

- Global P&L and budgeting ownership and accountability for global scorecard performance.
- Transformation of business through global organizational change and process improvement initiatives.
- Successful transition of business and teams from incumbent vendors within very aggressive timeframe.

Account Director; 2008 – 2009 (Reno, Nevada)

Accountable for client relationship while running their outsourced North American License Contract Processing Center. Responsible for the operational and financial performance of the US BPO center with 200 employees.

- Implemented process improvements and cost savings that improved profitability significantly.
- Renegotiated contracts resulting in up to 10% price increases.
- Developed new business opportunities resulting in addition of \$2.5M annual revenue.

Stefan Weber

Director of Client Services; 2007 – 2008 (Valencia, California)

Responsible for management of five global client accounts, including Apple, HP and Porsche Design.

- Increased revenue by 14% through development of additional business opportunities and profit by over 20% through cost savings initiatives.
- Worked with teams in Singapore, Japan and Germany to implement new EMEA and APAC projects.

Account Manager; 2005 – 2007 (Duncan, South Carolina)

Account Manager for Arvato's largest client account in the US (\$25M annual revenue).

- Services included supply chain management, production of high-value media cards and their distribution to all leading US retailers.
- Responsible for business development, P&L performance, preparation of annual operating budget, monthly invoicing and performance analysis.
- Increased revenue of account by 22% through price renegotiations.

Account Manager; 2002 – 2005 (Valencia, California)

Managed various client accounts and their outsourced service center teams. Responsible for performance, SLA, P&L, preparation of annual operating budget, monthly invoicing, performance analysis and all internal and external KPI reports.

- Oversaw the end-to-end outsourced process and acted as liaison between all departments involved, including Print on Demand, Manufacturing, Fulfillment, Customer Service, and Finance.
- Developed new business opportunities with clients in Japan and Singapore. Cooperated directly with client during 5 months project on site in Japan.

Senior Project Manager; 1998 – 2001 (Valencia, California)

Responsible for Project Management and Business Analyst Teams implementing outsourced call center, CRM and supply chain solutions for new clients.

- Performed business and project calculations, prepared and submitted a significant number of proposals.
- Successfully managed the implementation of several call center and supply chain operations.
- Worked with leading e-commerce provider implementing integrated B2C e-commerce solutions.

Phonic Corporation (Irvine, California)

1996 – 1998

Business Manager

Responsible for management of operations, distribution, sales and marketing of Professional Audio equipment in sole US branch office of major Taiwan High-Tech company.

- Coordinated Phonic representatives in 16 territories and expanded US dealer base.
- Conducted market research, coordinated ad placements and organized trade show participation.

Education

California International Business University, San Diego, USA

Master in International Business (MIB). Studies in the United States, England, and Taiwan with an emphasis on Global Finance, Marketing and Management.

Taipei Language Institute, Taipei, Taiwan

Six months intensive Mandarin Chinese instruction as component of 2 years Chinese classes during Master in International Business program.

University of Münster, Münster, Germany

German Business Administration Graduate Degree *Diplom-Kaufmann*. Specialized in Corporate Finance and International Economics.

Languages

German (native), English (fluent), basic knowledge of French