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# Summary Profile

Senior Leader • Strong Customer Focus • Operational Efficiency • Strategic Vision

High energy, passionate, hands on leader with 20 years of experience with leading logistics companies. Highest ethical and moral standards. Customer-oriented leader who has excellent rapport with all organizational levels. Strong leadership qualifications — Recognized leader for change with documented ability to lead teams to strong customer service and satisfaction, organizational efficiency, growth, performance, employee morale, and profitability. Strong focus on customer relationship, service quality, lean methodology, leadership trust, strategic vision, and continuous improvement. Consistently delivered financial results in every position held. Significant experience working collaboratively with customers to provide end to end supply chain solution tailored to the customer’s needs across multiple product lines including inventory management, domestic and international transportation.

###### Core Areas of Knowledge and Expertise

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| --- | --- | --- |
| International/Domestic TransportationStrategic PlanningBusiness DevelopmentContinuous Improvement | P&L ResponsibilitySeminar Facilitation/PresentationsVendor Negotiations/ManagementInventory Management | Change/Emergency Management Employee Development Programs &Project ManagementSix Sigma &Lean Methodology |

### Professional Experience

**ABC Logistics,** Houston, TX **August** **2008 - July 2012**

ABC Logistics has 10,000 employees and a global network covering over 150 countries with over 1,200 sites. Our goal is to be the most admired company in the supply chain industry by exemplifying Unity, Growth and Operational Excellence.

**Managing Director** **August** **2009 - July 2012**

Core responsibilities: Lead the largest Freight Management operation in the Americas Region and 3rd largest Freight Management operation globally for ABC. Manage all facets of operations, continuous improvement, personnel (including employee engagement, development and training), sales retention, vendor negotiations & management, customer relationships and developing end to end supply chain solutions. Responsible for leadership over 5 separate facilities, 7 direct reports, 60 management personnel, 340 employees, and 100 contract employees. Full P&L responsibility with annual top line revenue of $165M.

*Selected Contributions & Accomplishments*

* Customer Focus - Strong customer relationship with large, global organizations. Directly responsible for account management/operations/retention of 5 century customers (CEVA’s largest revenue customers), working directly with customers to develop end to end supply chain solutions tailored specifically to each customer’s needs. Total base of over 100 customers.
* Revenue/Profitability - Increased Top Line Revenue $35M from 2009 to 2011 while simultaneously reducing payroll expense by $1M over same time period. Resulted in improved EBITDA of 300% over two year span.
* Quality/Service/Employee Engagement - Improved service and quality KPI’s by 20% YOY and employee engagement by over 20% YOY.
* Quality/Operational Efficiency - Lead operation in 2012 to “Showcase” status utilizing lean methodology and built in quality. One of only 3 Freight Management sites globally to reach this elite status for operational excellence.

**Senior Global Account Director** **August** **2008 – August 2009**

Core responsibilities: Responsible for the 7th largest customer globally for ABC. Lead global account management in the Energy/Oil & Gas Sector with primary focus in 4 countries (Houston, Singapore, United Kingdom, Dubai) as well as critical destination countries primarily focused within the energy sector. Oversight of matrix organization responsible for performance with 3 dedicated customer hubs, 40 management personnel, and over 200 employees. Full P&L responsibility with a global annual budget of 80M Euro. Implemented end to end supply chain solution.

*Selected Contributions & Accomplishments*

* Customer Focus - Built incredibly strong business partnership and trust with customer.
* Service and Quality - Improved service to specific KPI’s by 41% in one year. Received highest CEVA award for customer satisfaction and service improvement.
* Profitability - Improved net profit from ($2M) in 2008, $6M+ in 2009, and $8M+ in 2010.
* Employee Engagement - Improved employee engagement by 25% year over year within the energy hubs.

**DHL EXPRESS,** Seattle, WA; Spokane, WA; Denver, CO; Houston, TX **1992-1997, 1998-2008**

*World’s largest express and logistics network — specializing in express, air, and ocean freight; also overland transport and logistic solutions.*

**Director of Operations** **December 2005–September 2008**

Core responsibilities: Lead all facets of operations, personnel, sales retention, vendor management, P&L, and customer relationships. Responsible for leadership of 28 service centers, 7 district managers, 21 station managers, 40 supervisors, 200 couriers, 100 customer service representatives, 57 Independent Contractors with over 1000 employees, and over 30,000 customers. Full P&L responsibility with annual revenues of $120M.

*Selected Contributions & Accomplishments*

* Crisis Management - Successfully lead region forward in the wake of 2 major hurricanes in late 2005 that affected 50% of the region’s operations and facilities. Rebuilt infrastructure, improved morale, improved service to customer, retooled senior management group, and led continuous improvement in region.
* Quality and Service - Most improved region in service and quality over 2 year span, while cutting over $3M of annual costs through process improvement and strategic decisions.
* Employee Engagement - Improved Employee Opinion Survey 20% year over year, in light of layoffs, budget cuts, hurricanes, and reductions in benefits. Focused on consistent, up front communication with all employees throughout the organization with clearly defined goals and expectations. Strong focus on process improvement and engineered solutions.

**DHL Express/Airborne Express,** Seattle, WA; Spokane, WA; Denver, CO; Houston, TX

Merged with DHL World Wide Express in 2003 — see above.

**Director of Operations – Houston, TX 2005-2008**

**District Manager – Denver, CO 2005**

**District Manager – Spokane, WA 1998-2005**

**District Manager – Seattle, WA 1995-1996**

**Station Manager – Seattle, WA 1994**

**Regional Quality Manager – Seattle, WA 1993-1994**

**Operations Supervisor – Seattle, WA 1992-1993**

**MSAS Cargo,** Chicago, IL; San Francisco, CA **January** **1997 – September 1998**

One of the largest providers of International Transportation and Logistics in the world. Specialized in customer logistics aimed at streamlining supply chain.

**Senior Project Manager - Americas Pacific Region** (San Francisco, CA) **1998**

Responsible for all Information Technology projects in the Americas Pacific Region. Budgeted, planned, and implemented large, strategic projects in the United States and Latin America. Established risk assessment, probability of risks occurring, and provided specific actions to executive management to avoid such risks. Worked with both internal and external customers to implement logistics supply chain solutions in the United States and Latin America.

*Selected Contributions & Accomplishments*

* Implemented new customs software in the United States that allowed MSAS to clear customs electronically, saving over $1M annually and improved service to customer.
* Led project team in Mexico City and Guadalajara, implementing new operating system and training employees on new system. Delivered project on time and under budget.

**General Manager** (Chicago, IL; New York, NY; San Francisco, CA) **1997**

Responsible for operations, sales, P&L, and employee development in Chicago, New York, and San Francisco area in 1997. Responsible for managing imports, exports, and domestic operations & sales. Primary focus on retail imports and foreign to foreign moves. Managed relationship and service for several large global retail customers.

##### **Education**

#### University of Washington • Double Major - BA (English and Political Science) 1992

##### **leadership development**

#### Center for Creative Leadership • Developing the Strategic Leader (Colorado Springs, Co) April 2012

##### **REFERENCES**

Name Title Company Contact Number

Steve Smith Vice President Key Account Development Kuehne + Nagel 650-799-5500

Fred Smith CEO Noble Logistics 832-326-6100

Bob Smith Vice President/Energy CEVA Logistics (Previous position) 713-557-3400

Hank Long Managing Director CEVA Logistics 317-507-4800

Hugh Eades Director First Student 412-606-3300

Paul Smith Senior Vice President Fasttrac Transportation 832-401-7600

Customer contacts also available upon request