

## SUPPLY CHAIN & PROCUREMENT EXECUTIVE

### PROVEN STRENGTHS

- ✓ Consensus Building
- ✓ Vendor Negotiations
- ✓ Contract Management
- ✓ Strategic Planning
- ✓ Business Analysis
- ✓ Team Leadership
- ✓ Process Improvements

*“Sandra’s initiatives were key to maintaining profitability. Her team reduced excess spending and unstable vendors.”* – J. Lee, C.O.O., Insurance Services

- **SENIOR PROFESSIONAL** ready to leverage 15+ years of experience to provide executive direction for enterprise-wide procurement and supply chain solutions; drive organizational change and maximize resources.
- **WELL-ROUNDED LEADER** able to build and direct multidisciplinary teams in fast-paced environments with in-depth accountability; integrate multiple perspectives and action plans to achieve sustainable success.
- **INFLUENTIAL PRESENTER** adept at developing consensus, motivating staff, and conducting high-level negotiations; introduce effective internal controls.

## PROFESSIONAL EXPERIENCE

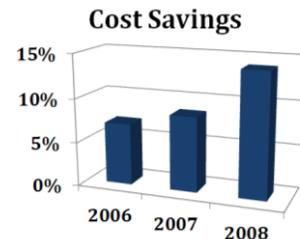
INSURANCE SERVICES; Denver, CO

2005 – 2009

### SENIOR DIRECTOR, CORPORATE SUPPLY MANAGEMENT

Oversaw \$220 million in global spend across multiple business units. Mitigated risks and protected corporate assets by establishing approval hierarchies, monitoring expenditures, and managing vendor contracts. Built high-performing department commended for negotiations expertise. Implemented quarterly business reviews with main suppliers to evaluate performance, advance relationships, and identify any instability.

- **Reduced procurement expenses 7% in 2006, 8.5% in 2007, and 14% in 2008** by implementing new organizational priorities and best practices.
- **Transformed the previously low-performing procurement team** into a respected business unit recognized companywide for securing favorable contracts.
- **Achieved \$4.2 million in annual savings in just two years** via strategic vendor relations, expense management initiatives, and head count reductions.



COMPUTER CORPORATION; Denver, CO

1999 – 2004

### SENIOR DIRECTOR, TECHNICAL PROCUREMENT (2001 – 2004)

Managed \$170 million in technical procurement with a staff of 12. Led the successful development and implementation of large-scale purchasing system. Created CSM dashboard and key reporting tools to monitor contract expirations and changes. Defined strengths and weaknesses of competitors' supply chains.

- **Gained 7% market share from competitors with inconsistent stock** by ensuring stable inventory.
- **Drove sales and profit** by determining price elasticity and maintaining profit margin.
- **Reduced secondary shipments 15%** by partnering with client services, risk prevention, and operations teams.

### DIRECTOR, CUSTOMER EXPERIENCE (1999 – 2001)

Directed the end-to-end customer experience; identified and analyzed customer touch points. Established formal Net Promoter Score Program (NPS) as a core tenet for the company at executive and agent levels.

- **Achieved 20% increase in customer experience metrics** by implementing NPS initiatives.

Previous experience includes: **DIRECTOR OF SALES**; ABC COMPANY; Knoxville, TN

## EDUCATION

**E.M.B.A. in General Business**; UNIVERSITY OF COLORADO; Boulder, CO

**B.S. in Logistics**; UNIVERSITY OF TENNESSEE; Knoxville, TN

Sandra took time off from her career to spend time with an ill family member. When she was ready to re-enter the corporate world, she was concerned she would be considered “unhireable” because of her leave of absence.

The first part of my strategy was to not directly mention her time off, but instead wow the reader with her past achievements so much that the time off was a nonissue. I did this by including bold print for her accomplishments, displaying results in a graph, and using color to emphasize past titles. Additional elements include omitting the months from her experience and including a recommendation.

Sandra obtained a position at a Fortune 500 company that was seeking someone with her qualifications. She commented that the hiring manager informed her it wasn't until the second time he was reviewing the resume that he noticed she had a time gap for the last several years. I took this as an exceptional compliment since drawing attention away from the time gap can be a major factor in obtaining interviews for candidates re-entering the job market.