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OBJECTIVE Secure a Management position in a process driven environment, where my Process Improvement, Financial Knowledge, Quality training and Relationship Building skills will be Strategically & Tactically utilized to improve profitability.

SUMMARY Energetic team player with over 20 years of experience concentration in the following areas

- Supply Chain
- Vendor Management
- Strategic Planning
- Problem Solving
- Forecasting / Budgeting
- Pricing
- New Product/Program Development
- Metric Based
- Six Sigma
- Contract / Deal Structuring
- Analytical Insight
- Cross Functional

PROFESSIONAL EXPERIENCE AND SELECTED ACCOMPLISHMENTS

Professional Plumbing Group, Glen Mills, PA PPG designs, manufactures, markets and distributes high-quality plumbing products and expert solutions. The PPG umbrella has three national brands with Speakman, Wolverine Brass and PlumbMaster and a history stretching back 150 years in the plumbing industry. *Role: has Sales Trainer as a Direct Report and is considered Sales Leadership Team Member*

Sales Operations Senior Manager 2018 - Present

- Program Manager for Dynamics CRM Implementation, On time Delivery, On Budget – Initial Launch included All Sales 70% compliant users, Marketing & Customer Service Teams.
- Implemented Maplytics for Territory Optimization -reduced “windshield time” by approximately 5 hours per week for 80 territories by minimizing overlapping territories and outlying customers
- Lead Weekly S&OP Demand Planning Meeting – Cross Functional – Sales, Marketing, Operations and Supply Chain. Responsible for Providing Sales Revenue Forecast. Implements Product Segmentation to drive focus on top impact items.
- Drafted Annual Revenue Plan for 100+ Sales Professionals to achieve EBITDA target set by Private Equity Owners.
- Represents Sales Team on Data Governance Committee – responsible for approving and distributing metrics via Microsoft Power BI align with Sales Management Standard Playbook

Denovo, King of Prussia, PA Software Application, Managed Service and Technology Consulting firm. An Oracle Partner that offers outsourcing and cloud computing, project management, information technology consulting, data conversion support, and software development services.

Sales Operations Manager 2017 – 2018

- Member of Senior Sales Team, Managed 3 direct reports, Interim manager for team of 8 Client Managers
- Drafted Annual Targets with reportable Monthly Metrics focusing on Lead Generation (efficiency); Pipeline Management; Revenue Booking & Margin Enhancement by Line of Business, Region & Role. Targets aligned with Annual Revenue Plan to drive growth and adjust team behavior.
- Led Cross-Functional Sales / Marketing Collateral initiative capturing Pricing, Customer Proposals, Product Overviews & Datasheets, Operational Guides into centralized Share Point to ensure team utilized most current information and benchmark best practices
- Assisted revising the Deal Approval Process to reduce response time to customers, revisions based on Deal Size Approval authority level, Customer Risk profiles, Margins and Line of Business.
- Point of Contact for National Sales Recruiting –Managed Role Profiles and standardized candidate interview response based on roles.
- Responsible for ensuring Oracle Sales Cloud data integrity resulting in increased confidence of Opportunity Pipeline and associated reporting

Vexos, King of Prussia, PA global contract manufacturing specializing in high-mix, low- to mid-volume programs. Vexos provides flexible solutions and dedicated services to a diverse group of OEM industries including Medical Devices, Display Technology, HVAC, Automotive, Health and Fitness, Industrial, and Lighting. (formerly doing business under the names STACI Corp and EPM Global Services)

Sales Operations Manager 2015 – 2017

- Collaborated with global Sales Team including Program Managers to develop detailed 24 month Forecast for top customers (>80% of revenue) with details including risks, opportunities, product lifecycle and channel
- Developed Annual compensation plan focused on maintaining existing customers while driving new customer onboarding and reducing sales cycle (sample to production); plan within budget and achieved stretch targets
- Established, standardized “Ways of Working” within Salesforce (CRM) for Account, Opportunity and Task Management.
- Led Monthly Global Site Account Revenue reviews – reporting with Sales, Site Program Managers, & Finance relating to health of Customer base, escalated Risks and Opportunities when appropriate
- Interim Supply Chain Manager leader contract renewal process with key material & component suppliers to negotiate price and improve lead times.

Dorman Products, Colmar, PA supplier of replacement parts for passenger cars, light trucks, and heavy duty trucks in the automotive aftermarket, distribute and market approximately 150,000 different SKUs, driven by quality, first to market innovation.

Demand Planning Manager 2013 - 2015

- Lead and Develop a team of 6 Forecast Analysts each responsible for forecasting customer demand for their Product Groups. Forecasts include New Product Launches, Programs and Replenishment.
- Responsible for establishing Targets based on Bias, Accuracy & Variance, Conduct monthly reviews to discuss performance and opportunities. Accounted for 12% Improvement for Forecast Accuracy in 2015 while stabilizing bias.
- Represent Demand Planning at the Senior Level S&OP meeting – review Performance, Customer Behaviors, Product Seasonality and Industry Trends.
- Collaborate with Material Manager/ Buyer / Planners regarding forecast changes and volatility to minimize excess inventory, delivery expedites and maximize fill rates.
- Member of SAP implementation team “CONDor” – Creating Our New Dorman.

Accellent, Collegetown, PA A Global full-service solution for the contract production of medical devices for cardiology, neurology, urology, arthroscopy or drug delivery applications. Collegetown (\$55MM) specializing in manufacturing precision tubing of various alloys (including non-medical applications (Factory Direct) such as defense and aerospace usage

Customer Operations Manager 2011-2013

- Lead a team of 4 representatives focused on advocacy for the customer while collaborating with Operations, Planning, Engineering, Quality, Technical Solutions, Customer Solutions, and Sales to provide solutions that fulfill our customers' needs with speed, accuracy, and exceptional communication.
- Responsible for transitioning ~ \$4MM USD of volume from a European facility including establishing long and short term contracts, securing appropriate licensing from US Government for ITAR restrictions, and mitigate fallout caused by closure
- Develop and manage sales goals for Factory Direct Customers (~\$25MM). Identify and develop sales growth opportunities for Factory Direct Customers. Coordinate with Customer Operations at other facilities to develop cross-facility sales opportunities.
- Responsible for timely and accurate forecasting for Factory Direct Customers to drive raw material sourcing and production to optimize lead times, mitigate excess inventory.

Diageo Malvern, PA produces, distills, brews, bottles, packages, distributes, develops, and markets spirits, beer, and wine products. In PA Diageo has a "Direct Sales Force" Model. In PA Diageo accounts for 1.4M cases of spirits (~23% share) thru a Liquor Control Board (PLCB).

Commercial Performance Manager 2008-2011

- Responsible for Sales and Marketing reporting thru internal and NABCA Reporting tools. Reporting includes Brand, Category, Territory and Account Performance to increase overall volume and value share in PA.
- Develop Inventory Tracking Reports to distribute on a weekly and ad hoc basis to reduce out of stock risks and maintain listings to drive Brand Portfolio growth.
- Responsible for managing a \$8MM discount budget, this includes proper filing with the PA Liquor Control Board, phasing discount spend in accordance with Annual Operating Plan (AOP) and reconciling estimates and actual post mortem.
- Lead and Develop (2) analyst who support our PA sales teams and relationships with Diageo Chateau & Estate and Moet Hennessey.
- Collaborate with Sales Leaders to align sales territories to ensure account coverage, volume and distribution are optimized.
- Maintain healthy relationships with PLCB colleagues regarding Listings, Delisting, Priorities and Supply Chain efficiencies.
- Supply Chain Lead for PA, mitigate stock outages, tester for PLCB bailment transition, resolve product quality issues, maintain solid "end to end" relationship to minimize lead time issues and import delays.
- Work with Sales, Operation and Leadership to execute programs such as One Time Buys to drive share, develop brands and maintain profitability

AmerisourceBergen Drug Corporation, Chesterbrook, PA

ABDC distributes drugs and related services to pharmaceutical manufacturers and healthcare providers in the United States and Puerto Rico. The company provides group purchasing services to physicians and alternate care providers who specialize in various disease states

Senior Analyst 2003-2007

- Managed Buy side profitability for the Branded Rx group with the Supply Chain Management.
- Calculate monthly accruals for Fee for Service (FFS) and Inventory Management Agreements (IMA) combined FY06 plan exceeds \$330MM.
- Developed FFS compliance tools that increased compliance and made forecasting more accurate resulted in incremental \$7MM for the top ABC manufacturers.
- Reviewed Profitability of new agreements as the industry transitioned from IMA to FFS based on compliance to measurements.
- Implemented revenue generating strategy for new products not covered under an agreement based on risk, this reduced costs associated with carrying excess inventory.
- Maintained a database of agreements with measurements and areas of responsibility, this pinpointed areas of noncompliance.

EDUCATION

West Chester University, West Chester, PA B.S. Marketing

SKILLS, TRAINING & COMMUNITY

Microsoft Office Suite (Excel, Access, Power Point, Word, Visio)
SalesForce DC, SAP, Oracle 11i, R12, Sales Cloud & Demantra Experience
Data Warehousing (MicroStrategy, Business Objects)
Demand Planning and Replenishment Tools (Avant & JD Edwards)
General Electric's Six Sigma Green Belt Certification
Vice President at Nine Oaks Swim & Tennis Club (Elected 2013-Pres) 300 Member Families
Pennsylvania Interscholastic Athletic Association Basketball Official (1998-Pres)
Director of Youth Referee Mentor Program in Spring Ford Youth Assoc Basketball League (SFYABL)
Collegetown Jaguars (AAU Basketball) Director of Operations – Girls Basketball
2015 & 2016 SFYABL Volunteer of the Year