

## CAREER AT A GLANCE

1986	1988	1990	1992	1994	1996	1998	2000	2002	2004	2006	2008	2010	2012	2014	2016
<b>VLSI Technology Inc.</b>		<b>Gerber Systems, EMEA</b>			<b>Gerber Technology</b>			<b>Gerber Scientific</b>			<b>Flash Global</b>				
Director CAD Service, Hong Kong Design Tech Support Mgr., France VLSI SW Marketing, Germany VLSI Applications Support, USA		Customer Support Manager Europe Central European Service Manager Systems Engineer Europe			Exec Dir WW Customer Serv. USA Director Customer Service EMEA Services Project Manager Europe SAP Project Manager, Europe			VP + GM Services Business Unit VP Quality + Customer Experience Exec. Dir. WW Customer Services			SVP Global Customer Operations SVP Global Customer Advocacy				

Global Customer Services Business Executive with demonstrated ability to identify customer needs and build profitable solutions that deliver greater customer loyalty and employee engagement. Strategic architect skilled at aligning vision and strategy to organization goals and creating operational efficiencies while driving profitable growth. Strong motivational leader who drives transformational change. Fluent in English + German.

### Core Competencies that Fuel Growth and Profitability

- Global Strategy/Planning/Execution
- Vision alignment to Execution
- Multi-cultural Team Leadership
- Cross-functional Team Leadership
- Transformation and Revitalization
- Change Management/Restructuring
- P&L/Revenues/Cost Controls
- Lean Six Sigma Efficiencies
- M&A Due Diligence and Integration
- Customer Experience Management
- Customer facing-Web Applications
- SAP/ERP Development/Automation
- Talent Selection and Development
- Salesforce CRM Process Design

### Optimizing Performance to Drive Revenues and Capture Critical Market Share

**Flash Global Logistics, New Jersey, USA** (Supply Chain Solutions, \$60->\$120MM rev., 250->360 empl., Private Equity) **2013 – 2016**  
**SENIOR VICE PRESIDENT GLOBAL CUSTOMER OPERATIONS** (2015-2016)

Managed global operations for Logistics solutions for Fortune 500 and Hi-Tech clients.

- Transformed time sensitive deliveries by leading innovative and strategic IoT project leveraging mobility and GPS tracking to enhance Customer Experience and eliminate thousands of Call Center transactions.
- Led due diligence and integration of key acquisition to leverage scale, elevate talent and optimize systems.
- Led global team of 300 persons in Partner Management, Call Centers, Distribution Centers, Client Services, Quality, Analytics, Trade Compliance. Improved GM% 2pts. Operating budget of \$90MM.
- Refreshed technology to create leverage and scalability. Reduced manual operational transactions by 40%.

**SENIOR VICE PRESIDENT GLOBAL CUSTOMER ADVOCACY** (2013-2015)

Managed \$60MM revenues for global Logistics services for clients in Fortune 500 and Hi-Tech.

- Redesigned Sales processes, implemented CRM and improved services attach rates and 30% revenue growth.
- Increased NPS by 40 points in 15 months by developing and driving closed loop "Voice of Customer" program that transformed company-wide engagement and customer focus.
- Developed Account Management Team and Processes to Upsell differentiated Services offering.

**Gerber Scientific Inc., Connecticut, USA** (Corporate with 4 Business Units, Industrial Automation) **1989 – 2013**

- Generated \$80MM bottom line improvements over a ten year period by transforming services from a customer pain point to a global competitive advantage and shared services profit center.
- Spearheaded complex transformation improving customer loyalty by create a proactive services model using M2M that won multiple industry awards.
- Reduced \$2MM cost of poor quality by leading cross-functional teams leveraging lean six sigma techniques.

**Gerber Scientific Inc.**, Connecticut, USA (\$500MM->\$250MM revenue, 2000->950 employees, Public->Private Equity) 2005 – 2013

**VICE PRESIDENT AND GENERAL MANAGER SERVICES BUSINESS UNIT** (2012-2013)

Managed \$105MM P&L for global Services business with 400 people.

- Improved contract attach rates 40% by enhancing Services product portfolio and outsourcing contract sales.
- Redesigned global organization following the divestiture of two business units and improved GM% by 2 pts.
- Eliminated customer complaints over parts availability. Lowered total costs. Improved inventory turns 35%.
- Enhanced remote services solutions generating real time customer dashboards for better productivity.

**VICE PRESIDENT QUALITY AND CUSTOMER EXPERIENCE** (2012-2013)

Defined and implemented corporate Customer Management Strategy. Enhanced QMS systems.

- Increased NPS results by 10 points. Reduced warranty events by 30%. Eliminated \$2MM cost of poor quality.

**EXECUTIVE DIRECTOR WORLDWIDE SERVICES** (2005-2012)

Promoted to revitalize eroding profits and service levels across multiple business units. Led the transformation to one global shared services organization managed as a profit center and recognized as an industry leader. Directed 600 professionals across 40 countries. \$125MM P&L responsibility.

- Reversed negative cash flow operations and drove 20% profit margin within 2 years through a shared services initiative consolidating 30 country groups into a single global organization supporting multiple businesses.

**Gerber Technology Inc.**, Connecticut, USA; Munich, Germany 1999 – 2005

**EXECUTIVE DIRECTOR WORLDWIDE CUSTOMER SERVICE** (2003-2005)

Led 400 professionals through restructuring into a global organization, enabling focused customer solutions.

- \$80MM P&L responsibility. Grew profit by 10%.
- Reduced back office by 40% with global implementation of SAP and 24x7 e-commerce/e-service solutions.

**DIRECTOR CUSTOMER SERVICE EMEA** (2001 - 2003)

Selected to restructure organization and restore focus on customers. Directed 200 employees and \$40MM P&L.

**SERVICE PROJECT MANAGER EUROPE** (2000 - 2001)

**SAP PROJECT INTEGRATION MANAGER EUROPE** (1999 - 2000)

**Gerber Systems**, Munich, Germany 1989 – 1998

**VLSI Technology Inc.** (Silicon Valley, Germany, France, Hong Kong; Semiconductors, \$800MM, Public) **1984 – 1989**

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## Education and Certifications

**Massachusetts Institute of Technology, Sloan School of Management**

Advanced Certificate for Executives – Management, Information and Technology

**The Open University, UK**, Master of Business Administration (MBA), Distinction in Financial Strategy

**Lehigh University**, Bachelor of Science, Electrical Engineering

**American Society for Quality**, Certified Manager of Quality and Organizational Excellence (CMQ/OE)

**American Society for Quality**, Six Sigma Green Belt

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## Awards

**M2Mizer award for Remote Services integration** - Axeda - 2013

**Value Chain Award (remote services)** - Connected World - 2011

**On Demand Innovation Award** - Aberdeen - 2010

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