

Award-winning operations leader with 10+ years of experience in managing a team of 150+, delivering 50%+ revenue growth (up to \$22M), and introducing top-performing technologies to drive customer satisfaction and loyalty. Collaborative leadership style with an emphasis on cultivating individual talent and responsibility to achieve stable improvements in the overall team performance. Outstanding customer relationship skills with a proven approach to exceeding expectations.

"Bill has propelled our revenue in record time and reorganized the team for maximum accountability and productivity, exceeding everyone's expectations."
~John M., CEO, ABC Company

AREAS OF EXPERTISE

- Resource Planning
- Organizational Structure
- Strategic Business Planning
- Relationship Building
- Process Improvement
- Inventory Management
- Quality Control
- Global Sales Management
- Order Management Systems

PROFESSIONAL EXPERIENCE

COMPANY NAME, Montreal, QC

August 2008 – Present

Founded in 1960 and operating 200+ locations in North America, [Company Name] is a global supplier of electric motors and material handling equipment to the industry leaders in 20+ countries.

Vice President, Operations

September 2014 – Present

Reporting to the CEO, manage operations in equipment supply to 70+ accounts in Canada, US, and Europe, generating \$22M in annual sales. Oversee a \$6M inventory in Montreal through a specifically designed inventory control program. Hire, train, and develop an operations team of 150+ in multiple locations. Coordinate status reviews, daily business flow, and reports for the Company's Board of Directors. Build and execute strategic business plans to drive profit.

- *Leadership:* Manage a team of seven direct reports in daily operations in Montreal and practice servant leadership style with a focus on transparency, efficiency, responsibility, and individual talent development.
- *Order Management:* Set up the structure, staffing plan, and operational guidelines for a multimillion-dollar warehouse. Increased workflow efficiency by 40% by training employees to use the new order management system.
- *Achievements:* Passed all annual internal audits and certified the facility with ISO9001 in 2018. Ensured a loyal client base and contract renewals by exceeding customer service goals with 99% accuracy in invoicing and shipments.

Vice President, Sales

August 2010 – August 2014

Oversaw sales to 30+ clients in North America, Japan, and Europe. Identified key stakeholders within clients' organizations and developed existing and new relationships, resulting in a 57% increase in new sales.

- *Sales Strategy:* Awarded Sales Leader of the Year in 2013 in recognition of an increase in profit from \$14M to \$22M, achieved through re-defining business development strategy from marketing analysis to service delivery.
- *Process Improvement:* Slashed delivery delays by 6 days per order and achieved \$4.5M in new contracts by partnering with international client teams, gathering and analyzing data on client manufacturing processes and preferences, and selecting a vendor to develop a new, highly functional order intake and tracking system.
- *Customer Relationship Management:* Built strong rapport with new and existing clients by reviewing contract clauses and developing mutually beneficial offers.

Earlier roles: Sales Manager (August 2008 – August 2010).

EDUCATION

Lean Six Sigma Certificate • University of Toronto, School of Continuing Studies, Toronto, ON 2018
Master of Business Administration, GPA 3.9 • Concordia University, Montreal, QC 2008
Bachelor of Science in Financial Management, GPA 3.8 • York University, Toronto, ON 2006