

JAMES R. RICHARDS, MBA

215.555.0929 | jrichards@gmail.com | www.linkedin.com/in/jrichards

GENERAL MANAGER/CEO

Strategic Planning | Operations | Organizational Development
Business Development | Process Improvement | Relationship Management

Proven resource manager with a reputation for maximizing the top and bottom lines.

Ambitious contributor with diverse industry experience, a passion for execution and proven ability to drive dynamic business growth. Skilled rapport builder, expert in establishing profitable partnerships and alliances based on approachability, customer focus, professional integrity and trust. Results-focused, realistic planner.



Knowledgeable, balanced negotiator. Respectful and empowering team leader. Fearless problem solver.

PROFESSIONAL EXPERIENCE

PREMIER TECHNICAL STAFFING, Philadelphia, PA

2010–present

Operations Manager/Vice-President (9/13–present)

Hold P&L accountability for Philadelphia branch operations and satellite offices in 7 East Coast states generating \$160 million+ in annual revenue from technical staffing services provided to Fortune 500 and defense industry clients. Provide marketing, client service and recruiting leadership; drive sales. Direct employee relations and benefits for ±1,600 contract employees and 25 professionals.

Develop annual business plans, forecasts and budgets. Identify challenges and opportunities; devise strategy to reach annual revenue goals. Analyze customers' needs; structure bids and proposals based on project scopes of work and technical disciplines required. Coordinate recruiting efforts for difficult and/or complex job orders.

Operations Leadership

- Participated in multiple mergers and acquisitions; performed due diligence for single largest acquisition to date.
- Standardized operating systems and procedures across a fast-growth organization.
- Led corporate billing team in process improvement for ISO 9000 and 9001; play an integral role in enterprise-wide change management and team development initiatives.

Business Development / Sales Leadership

- Doubled sales in 36 months and delivered significantly increased net earnings each year by strategically focusing on high-volume, niche opportunities.
- Hold sole accountability for the company's #1 client worldwide—Northrop Grumman.
- Won "Top Branch in New Sales" recognition (2014 and 2015) and "largest branch office" status (2016) by focusing on fact-based needs assessment and higher sales productivity.
- Negotiated multimillion-dollar service contracts with global companies in the beverage, financial services, industrial and consumer products market segments.

Account Manager | Clifton, NJ (5/10-9/13)

Opened Amana, Tappan and Novartis while managing an existing key account portfolio for growth. Spearheaded concerted cross-functional team efforts to elevate service quality and client satisfaction.

- Grew sales from \$25 million to \$40 million by focusing on high-value accounts.
- Ranked No. 1 in sales company-wide, 2011 and 2012.
- Tripled previous top producer's sales budget, first year.

JR ENGINEERING, Morristown, NJ

2007–2010

Consulting Engineer/Project Manager

Advised plant manager and engineering organization on upgrade and design of AAA Foods (Nestlé Confectionery) production facility in Toronto, Canada. Designed and specified new equipment; produced engineering drawings.

- Dramatically improved production capabilities and capacity (from 12,000 metric tons to 60,000 metric tons per year) by implementing new production-line standards and equipment.
- Educated plant manager and engineering organization on process specifications, equipment operations and maintenance.
- Designed and coordinated HVAC systems interface.

NESTLÉ, INC., Hackettstown, NJ

1998–2007

Senior Contract Food Process Engineer

Developed conceptual budgets, scopes of work and strategy for process improvement initiatives. Oversaw projects; designed and implemented machinery and equipment. Managed subcontractors providing fabrication and installation services. Administered annual project budgets of more than \$20 million. Managed 5-member team of CAD operators producing technical drawings.

Operations Leadership

- Developed operational standards in line with cGMP food industry guidelines.
- Engineered HVAC system for 2 million sq. ft. manufacturing facility and managed subsequent installation—the largest project of its kind in company history.
- Conducted successful R&D on new chiller system for chocolate.
- Designed and managed 60-workstation, networked AutoCAD engineering system.

Process Improvement Leadership

- Resurrected predecessor’s failed project to comprehensively redesign and increase line output. Partnered with production team to develop and design high-speed peanut cream extruder resulting in “super line” that more than tripled candy-bar production capacity from 2 meters/minute to 7.5 meters/minute.
- Reduced utility costs \$200,000/month by redesigning and implementing numerous plant systems (including utility water and glycol).
- Designed and implemented first peanut butter cream system incorporating different constraints based on ingredients, an initiative that not only accommodated production of different candy bar types and demand levels but also facilitated innovative new product process design.

Eight years’ prior, progressive experience in sales, engineering and plant management.

EDUCATION & PROFESSIONAL TRAINING

MBA, Carnegie Mellon University, Pittsburgh, PA

BS, Business Administration; Minor: Engineering/Machine Design
Carnegie Mellon University, Pittsburgh, PA

Dale Carnegie Management Training | Padgett-Thompson Sales Training

Miller-Heiman Conceptual Selling | AutoCAD | SolidWorks

