
GENERAL MANAGER/CEO

Astute resource manager with a reputation for maximizing revenue and ROI.

Secret Clearance

Top performer with an incisive leadership style and proven results in strategic business planning, operations, organizational development, technology implementation, marketing/sales and relationship management. Results-focused, realistic planner. Skilled rapport builder, expert in building profitable partnerships and alliances based on approachability, needs fulfillment, veracity and trust. Discerning, fearless problem solver. Respectful and empowering team leader. Knowledgeable, balanced negotiator. Ambitious contributor with a passion for execution.

▶ EXPERIENCE

PREMIER TECHNICAL STAFFING, Philadelphia, PA

2000-present

Operations Manager/Vice-President 9/04-present

Hold P&L accountability for Philadelphia branch operations and satellite offices in 7 states generating up to \$80 million in annual revenue from technical staffing services provided to Fortune 500 and DoD clients. Develop annual business plans, forecasts and budgets. Devise strategy to achieve annual revenue goals. Constantly analyze staff metrics, market conditions and P&L performance to identify challenges and opportunities.

Provide marketing, customer service and recruiting leadership; drive sales. Analyze customers' needs; develop bids and proposals based on project scope of work and technical disciplines required. Participate in recruiting efforts for difficult and/or complex job orders.

Direct employee relations and benefits for up to 1,400 contract employees and 25 associates.

- ▶ Grew sales from \$12 million to \$80 million within 6 years, delivering significantly increased net earnings each year.
- ▶ Established operating systems and procedures.
- ▶ Designed and implemented new sales methods and protocols focusing on fact-based needs assessment and higher sales productivity, actions leading to "Top Branch in New Sales," 2005 and 2006, and current status as the largest branch office.
- ▶ Hold sole accountability for company's #1 client – Northrop Grumman – worldwide.
- ▶ Negotiate service contracts and enhance key client relationships including Coors, Edward Jones, Energizer, GE and Purina.
- ▶ Assisted with several buyouts and mergers; performed due diligence for largest acquisition, October 2005.
- ▶ Led corporate billing team in process improvement for ISO 9000 and 9002; play an instrumental role in process improvement and team development company-wide.

Account Manager Clifton, NJ 5/00-8/04

Opened Amana, Tappan and Novartis accounts while managing existing account relationships. Engaged recruiters in concerted team effort to enhance service quality and client satisfaction.

- ▶ Achieved No. 1 in sales, company-wide 2003; trending for repeat top performance, 2004.
- ▶ Tripled previous top producer's budget, first year.

JR ENGINEERING, Morristown, NJ
NESTLÉ, INC., Hackettstown, NJ

1997-2000
1988-1997

Consulting Engineer/Project Manager 9/97-4/00

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

- ▶ Implemented new production line standards and equipment delivering a 5-fold increase in capacity (from 12,000 metric tons to 60,000 metric tons per year) and dramatically improved production capabilities.
- ▶ Designed and coordinated HVAC systems interface.
- ▶ Educated plant manager and engineering organization on process specifications as well as equipment operations and maintenance.

Senior Contract Food Process Engineer 2/88-8/97

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

- ▶ Developed operational standards in line with cGMP food industry standards.
- ▶ Engineered HVAC system for 2 million sq ft manufacturing facility and managed subsequent installation—the largest project of its kind in company history.
- ▶ Evaluated, redesigned and implemented numerous plant systems (including utility water and glycol) that reduced utility costs \$200,000/month.
- ▶ Took on predecessor's failed, abandoned project, working in close collaboration with production team to comprehensively redesign and increase line output. Developed and designed high-speed peanut cream extruder resulting in "super line" that raised candy-bar production capacity from 2 meters/minute to 7.5 meters/minute.
- ▶ 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 an innovative new product process design.
- ▶ Conducted successful R&D on new chiller system for chocolate.
- ▶ Designed and managed 60-workstation, networked AutoCAD engineering system.

Eight years' additional experience in sales, engineering and plant management.

▶ EDUCATION & TRAINING

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, Allegheny Community College