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## Personal Profile

A project management professional with 25 years of negotiation, logistics and business development experience. As a proven pro-active and results-oriented executive with exceptional relationship building skills, I've demonstrated the ability to guide high revenue potential initiatives from inception to completion, by utilizing consultation strategies and exceptional customer service.

*Core competencies include:*

- Sales
- Profit and Loss Analysis
- Presentation Skills
- Business Development
- Team Management
- Interpersonal Skills
- Microsoft Office Suite
- Project Management
- Inventory

## Career Progression

### **ABB Robotics – Chicago, IL**

**1984 – 2009**

(A leading supplier of industrial robots, modular manufacturing systems and related services, with 87 offices worldwide)

#### ***Account Executive Customer Service***

**2004 - 2009**

- Responsible for after-market business development.
- Specialize in service contracts, reconditioned robots, product enhancement, spare parts, extended warranty contracts and training packages.
- Utilized solution selling methods to build strong ongoing relationships and successfully negotiate top billing contracts.

#### Key Accomplishments

- Awarded Top Service Sales award for 2005 to 2007 based on outstanding performance.
- Negotiated top integrated service partner contracts resulting in \$5.5 million in average annual sales.
- Ranked the number one sales representative out of seven executives during 2005 to 2007.

#### ***Director of Logistics/ Reconditioning Operations***

**1999 - 2003**

- Managed shipping and receiving, imports and exports, inventory, planning, purchasing and order administration.
- Spearheaded project implementation of JDE sales orders and work order modules.
- Assumed role as Project Leader for Global Parts Distribution within the North and South American marketplace.
- Relocated logistics and reconditioning operations in 2003, successfully on schedule and under budget.

#### Key Accomplishments

- Awarded "CEO Award" for the successful relocation of logistics and reconditioning operations resulting in exceeding revenue goals by \$1 million.
- Achieved or exceeded revenue budget every year as Director of Logistics.

Manager of Customer Service Spare Parts and Order Administration, 1990-1991 and 1995-1998

Planning Manager Inventory and Reconditioning, 1992-1994

Operations Planning Manager, 1988-1989

Contract Administrator, 1984-1987

## Education

- B.S Degree: Political Science (Public Administration) – University of Illinois