

John Doe

1202 Coastal Aisle
Madison, WI 67545
(123) 456-7891

SUMMARY OF QUALIFICATION

Highly qualified leader offering extensive cross-functional experience in Engineering, Operations, Lean and Six Sigma. Led global initiatives across US, Europe, India, and Mexico. Demonstrated results on GE's fast-track leadership program and ranked as Top Talent each year. Talent for proactively identifying and resolving problems – reversing operations trends, gaining business leadership buy-in and driving results. Strengths in:

- Global Team Leadership and Collaboration
- Driving and Maintaining Results
- Productivity Enhancement and Cost-out
- Driving Change and Culture in New Businesses
- Six Sigma – GE Black Belt and Green Belt certified
- Lean and the Toyota Production System
- Facilitation and Presentation Skills
- Graduate of GE's Edison Engineering Development Program

EDUCATION

University of Florida, Gainesville, FL

Master of Business Administration - Marketing and Finance, 2004

- Professionals and Managers Evening Program
- Dean's List

University of South Carolina, Columbia, SC

Bachelor of Science, Civil Engineering, 1994

- Magna Cum Laude (3.88 GPA)
- Athletic Letterman: NCAA Division I Wrestling

PROFESSIONAL EXPERIENCE

General Electric Company

7/97 - Present

Six Sigma Black Belt – Commercial Processes, Madison, WI (1/02 - Present)

Led efforts as an internal process improvement consultant to define, measure, analyze, improve, and place into control commercial processes for the Sales, Marketing, and Commercial Financial Services functions. Utilized Six Sigma Methodologies to reduce defects while improving top-line sales and reducing costs.

- Designed a templated project and managed the implementation of a sales process improvement project utilized by 130 sales associates to complete 250 quality projects resulting in \$8MM of sales mix improvement and \$1.6MM of incremental distributor margin.
- Developed a process to evaluate and optimize sales force allocation and account assignments, resulting in the addition of 15 new resources and the reallocation of 4,000 customer accounts to 130 sales associates.
- Developed a strategic Share Shift Plan, which identified high-probability competitive distribution targets to generate \$80MM in incremental sales.
- Designed a Market Share Model to determine market shares for the \$1.3B Commercial and Industrial market.
- Mentored and trained 130 sales associates in the Six Sigma DMAIC Methodology and championed “At the Customer For the Customer” (ACFC) initiative.
- Led certification effort for the Sales and Marketing organization and drove Greenbelt Certification level to 90%.
- Mined existing customer data and commercialized a process for the sale of \$30MM of excess inventory.
- Developed content of dashboards and cockpits utilized by senior management to monitor progress and drive Six Sigma throughout the functions.

Field Market Development Manager, Greenville, SC (1/00 - 1/02)

Developed GE Lighting's strategic marketing plan to increase sales within the \$300MM, 36,000 customer industrial segment of the lighting market. Designed and implemented indirect and direct marketing programs utilizing a \$100K budget.

- Functioned as the "Voice of the Customer" by uncovering new market needs and pushing technology and product management to develop new products to meet those market needs.
- Led the commercialization effort for the new products introduced to the industrial marketplace.
- Directly sold \$5MM of lighting products that enriched GE Lighting's sales mix to industrial customers.
- Directed sales efforts and drove implementation of National Account Programs with large industrial customers.
- Developed and maintained the content for Industrial portion of GE Lighting's Web Site.
- Digitized the selling process to the industrial market and developed a presentation tool used by 300+ sales associates.

Senior Account Manager, Atlanta, GA (5/98 - 12/99)

Developed and implemented a strategic business plan to grow sales and improve product mix in order to accomplish both GE and key strategic customer objectives.

- Successfully grew \$4MM sales territory by 30%.
- Designed and executed an integrated promotional/training program that maximized results using a \$65K budget.

Account Manager, San Rafael, CA (7/97 - 4/98)

Engaged in "Solution Selling" by driving new products into the marketplace, while motivating and capturing share of mind from the sales representatives at 15 electrical distributor locations.

- Managed the Price/Volume equation to successfully grow \$2MM sales territory by 20%.

URS, Inc.

6/94 - 6/97

Transportation Design Engineer, Orlando, FL

Performed as a member of design teams to produce highway construction documents for the nation's largest full-service engineering design firm.

- Designed horizontal and vertical layouts, produced cross-sections, wrote construction specifications, performed quantity take-offs, and developed construction estimates for major highway construction projects
- Developed and presented traffic control plans to MD State Highway Administration

ADDITIONAL TRAINING

Six Sigma Commercial Quality (DMAIC) Training
Design for Six Sigma (DFSS-Marketing) Training
Design of Experiments (DOE) Training
MiniTab Statistical Software Proficiency
Learning International's – Professional Selling Skills Course (PSS-4)
Acclivus Negotiating Skills Seminar
Engineer-In-Training (EIT) Certification