

# RESUME WORLD INC.

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## BUSINESS PROFILE

An accomplished Senior Executive with the vision and leadership insights to strategically plan, direct and control company operations to capitalize on emerging business opportunities. A corporate bottom-line executive with a proven track record of achieving double digit compound sales increases through trusted relationships with Fortune 500 companies and strategic management of multiple divisions that contributes to a \$4 billion annual revenue.

Expertise in providing breakthrough leadership to achieve corporate strategies, build coalition to support business growth and implement and manage change to drive organizational performance. Extensive experience with C-Level decision makers of large companies throughout North America.

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## CAREER PROGRESS

SPECIALIZED INDUSTRIAL PRODUCTS, Livingston, USA

1989 - Present

*The company provides specialized industrial cleaning products to businesses of all types and operates 410 facilities in the U.S. and Canada, including 32 manufacturing plants and 64 distribution centers with \$4 billion in revenue and a workforce of 30,000.*

**Vice President**, 2002 – Present

*Manage and direct a workforce of 7,000 in 122 locations across the USA with full accountability for profit and loss, sales, sustainable business growth and new acquisitions, aligning organization structure with the strategic direction of the organisation; report directly to the Chief Financial Officer (CFO)*

## Selected Accomplishments

- Instrumental in leading the company to the position of “market leader” in the *cleaning product* business, achieving compounded annual business growth in excess of 32% on a consistent basis
  - Expanded company operations from five to 32 plants through 24 acquisitions in Canada and the U.S. and driving overall business performance
  - Assumed the role of Executive Vice President for one year and successfully led company operations which resulted in the company being “named” the fastest growing specialized *cleaning products* company in North America
  - Formally recognized for outstanding contribution to company growth and success by the Chairman of the Board and Founder of the Corporation
  - Fuelled continuous growth beyond the core business of specialized *cleaning products* by actively identifying and recommending new acquisitions that facilitated company diversification into areas
  - Led company operations to achieve ISO 9002 certification - the first in the industry and was formally congratulated by the President and Chief Executive Officer of the Corporation
  - Spearheaded the Q.I.P. with a customer-driven focus on service quality improvements resulting in a 99.6% customer retention rate - unheard of in the industry
  - Recipient of IBM Quality Performance award in 2001/2003; the first service company to receive this prestigious award
  - Featured several times in major magazines, television news and industry publications for leadership sights, including *The Service Edge*, *Globe And Mail*, *Report On Business (ROB) Television*, and *National Productivity Review*
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## **AREAS OF EXPERTISE**

***Career fast track from Divisional Manager of industrial specialized cleaning products in 1989 to Regional Vice President of specialized cleaning products in 1995 to current position of Vice President, 2002 responsible for providing strategic direction in the following areas:***

### **Executive Leadership**

- Support the Board and the Executive Committee by providing strategic direction based on knowledge of operating business issues, competitive analysis and broader market research data
- Demonstrate imagination, insight, and boldness to present challenges that bring out the best in people and bring them together around a shared sense of purpose
- Create a highly dynamic work environment that facilitates innovation and continuous improvement
- Convey the “big picture” thinking strategically throughout the organization empowering employees to produce beyond expectation results

### **Business Growth and Development**

- Plan, develop and implement strategic plans for each Business Unit with a bottom-up approach to achieve established objectives with a strong focus on improving shareholder returns
- Prospect, identify and recommend suitable high profitability acquisitions that would add value to corporate bottom line while maintaining the integrity and reputation of the organisation as a whole
- Conduct in-depth analysis of business strategy, identifying the best policies for development and the avoidance of foreseeable difficulties with a focus on continuous progress
- Oversaw the implementation of sales and business growth plans throughout the Business Units to ensure one, three and five year growth projections are in line with corporate targets
- Initiate appropriate actions to minimize risks and align performance goals with business targets

### **Budgeting/Financial Control**

- Make strategic and operational planning decisions based on prudent financial analysis, using practical accounting and financial control tools together with business knowledge
- Review recent significant capital expenditure and outline plans; distinguish between mandatory and discretionary planned expenditure and summarise justifications in terms of ROI
- Generate detailed projections for costs, expenses, and inventory as part of the process of developing fully-integrated financial projections (income statements) for one and five years
- Monitor each unit financial performance to ensure alignment with corporate financial performance

### **Operational Management**

- Manage and empower 172 direct reports, including the Regional Vice Presidents, Divisional Managers, General Managers, Sales Directors, and Human Resource Directors
- Participated in the acquisition of real estate/building of new facilities/refurbishing of existing facilities to meet the growing demands of the company
- Head operational decision making and strategic planning for supply chain management, facility management, technology management, quality management and cross-coordination functions
- Ensure continuous upgrade of computing and decision technology, including telecommunications and networking systems, to meet operational needs
- Attract, develop and retain key management staff and strategic partners and provide mentorship, ensuring that the company has the talent in place to meet its competency needs in the future
- Work closely with the Director of Human Resources to develop divisional succession plans

## **EDUCATION**

**NEW YORK STATE UNIVERSITY**

### **B.A. Degree in Economics**

Completed additional Advanced Training in Operations Management, Finance, Leadership, Negotiation, Acquisition and Business-to-Business Consultative Selling