



Senior Management - Operations / Field Service / Product Support

- **Built a HR, IS and Financial Infrastructure** for a newly developed organization. The company grew from **(-\$1.2MM) to +\$1.4MM** in 2 years. Increased margins by **40%**. (Insurance claims processes)
- **Delivered world-class customer experience** - Increased client retention, utilization and compliance by **30%** across all service areas.
- **Developed a unique market** position through differentiation of services that focused on medical and corporate clients increasing utilization and demand for insurance reimbursed services by **600%** and fee for service areas by **800%**.

Michael is a **strategic & tactical service and operations executive** with *competence in managing* national field service, technical support, technical and management training, call centers, re-manufacturing and reverse logistics.

- **Identified a need** to eliminate the service support of older products and directing sales to generate repeat business through upgrades.
- **Devised an EOL (End of Life) program** to communicate with customers of older products with programs for upgrades to new products. **65% of customers** moved to new products with a **7% increase** in after-market revenues plus service and **supply savings of \$125K and reducing \$400K** in excess assets.
- **Transitioned direct field service** in rural areas from Supplier (A) to Supplier (B), at a savings of close to \$1M annually. Managed customer call centers, technical support groups and service training, parts recovery and remanufacturing operations.
- **Led all field service operations** for division with over 500 technicians and managers and managed the service revenues of \$300M and operating costs of \$60M. Originated a new productivity/workload metric and management grade classification, reducing management costs by 12%.
- **Managed and directed**, with a focus on after sales service and maximizing customer relations, a group of 10 support technicians and 200 field managers and technician in areas including Customer Service Operations, Field Service, Remanufacturing, and Distribution in regional areas throughout the US with budgets up to \$20M.

Core Competencies and Achievements include:

Business Management:

- Marketing
- Planning
- Organizing

Planning:

- Process Documentation
- Integration / Testing
- Project Management

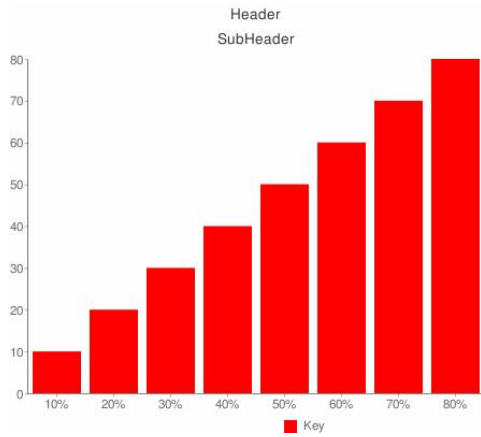
HR:

- Staffing, Employee Development
- Team Building
- Turn Around Management

Product Support:

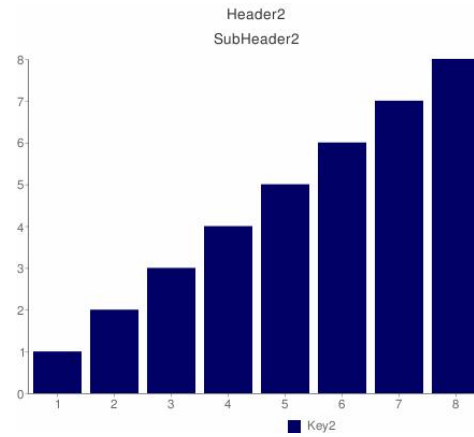
- Training
- Product Development
- marketing

Result 1:



- 12 Reduced Management Costs (%)
- 15 Reduction in Return Calls
- 24 Reduction of remanufactured Costs
- 25 Drop in Installation Calls

Result 2:



- 125 Service & Supply Savings
- 400 Reductions in Excess Assets
- 500 Savings in Consultancy & Outsourcing Fees
- 700 Installations Savings
- 900 Overall Savings

Proficiencies:



Education

HARVARD UNIVERSITY

Bachelor of Arts (BA) Visual Communication

Leadership Training and Facilitator – Learning International

Experience:

COMPANY A - Shelton, CT (2003-Present)

\$10.B IT Software Development Company

- **Vice President; Product Support**

COMPANY B - Trumbull, CT (2003-2006)

Office Products Manufacturer with revenues exceeding \$700M.

- **Vice President Customer Technology and Manufacturing**

COMPANY C - Trumbull, CT (1988-2003)

Vice President Field Service Operations

- **IT Outsourcing Director**

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