

## Summary

Operations and Procurement Management Professional with over 16 years of experience in the Pharmaceutical/Healthcare, Manufacturing, and Food Production Industries. Leads by example. Transitions easily between strategic planning and tactical execution. Expertise in Project Management, Data Analysis (including traditional data points, KPI's, and interpretation of complex technical drawings/schematics), Tracking, Implementation, and Reporting (both operational and financial). Background includes management roles in Warehousing, Supply Chain/Logistics, Production, Sourcing, Contracting, Accounting, and Sales.

## Professional Experience

### Express Scripts – Accredo Health Inc.

*June 2014 - Present*

*Orlando, FL*

#### **Operations Supervisor**

- Set department goals and manage ongoing performance using KPI's to exceed corporate expectation in relation to safety, quality, delivery, productivity, cost, inventory, and morale.
- Develop department SOP's and ensure proper training and compliance from all direct/indirect reports.
- Ensure the security, viability, and accountability of products and supplies with positive inventory controls
- Oversee direct/indirect reports consisting of fulfillment pharmacy employees including technicians, leads, packing, support, procurement, inventory control, and shipping/receiving personnel.
- Manage specific projects, both assigned and self-determined, to advance the mission of the Operations team and provide overall benefit to the company and patients
- Operational contact for development, integration, and implementation of new operations management software system
- Directs monthly Physical Inventory counts and reconciliation process
- Manages packing, staging, and shipping/receiving departments to ensure timely shipments - reducing missed commitments and errors to patients and various internal customers

#### **Purchasing Supervisor**

- Primary Point of Contact for all Orlando purchasing as well as primary contact for companywide high priority manufacturers which required additional monitoring and reporting.
- Managed All Orlando procurement personnel to foster collaborative atmosphere between individual team members, and other departments, to exceed or meet all established benchmarks.
- Oversaw and implemented actions to achieve 83.6% Reduction in excess Inventory
- \$7.5MM+ in direct cost avoidance by identifying singular gap in integration process and organizing a team to correct issues and lead prevention from future occurrence.
- Ensured departmental compliance with corporate SOP's in order to exceed goals, better service patients, and decrease waste
- Authorized and oversaw Purchase Orders for all medication into the Orlando Service Branch
- Independently Identified Drug Mapping Issues on Multiple NDC's that would have resulted in incorrect dispenses and communicated with Senior Leadership Team via email/phone/daily meetings to ensure visibility to prevent missed commitments and incorrect dispenses while corrections were being made to fix root problem.
- Sourced and anticipated demand of multiple products for Clean-Rooms during period of extreme market shortage – allowing pilot program to stay on track with no issues due to supply

### W. D. Laramore Manufacturing, Inc.

*May 1999 - December 2013*

*Thomasville, GA*

#### **General Office Manager**

- Responsible for all Operational Control areas of W. D. Laramore Mfg., Inc., including, Production, Logistics, Procurement, HR, IT, Payroll, Accounting (A/R, A/P) and GAAP requirements
- In Depth knowledge of Accounting and Operations software including but not limited to Oracle, SAP, Quickbooks for Manufacturing, MiSys Manufacturing, LMS/WMS Solutions, Microsoft Office Suite
- Oversaw all project management and all areas of production within the company
- Liaison between high priority customers and departments, communicating customer need and establishing deliverables
- Organized and maintained schedules and calendars to accommodate business need within all units
- Responsible for troubleshooting technical and scheduling issues through duration of projects
- Interacted with other departments to ensure timeliness of project deliverables, communicating progress to customer
- Implemented spreadsheet creation and maintenance system to provide data relevant to situational concerns

## **Proposal / Contracting Sales Manager**

- Managed Department; creating quotes, proposals, price plans, and purchase orders
- Managed W. D. Laramore, Mfg., Inc. presence and brand while interacting with customers
- Responsible for high level customer support 24/7/365
- Implemented outgoing shipment quality assurance checks, reducing quality and quantity errors by 25%
- Instituted service follow up surveys in order to assure all customer needs have been met
- Collaborated with customers to develop individualized equipment setup plan
- Monitored job performance, progress, and cost for all pending contracts

## **Purchasing Manager**

- Oversaw all purchasing department activity with multiple direct reports
- Established and Maintained supplier relationships by incorporating new vendors, reducing costs, and streamlining vendors to provide added value.
- Negotiated pricing agreements, terms, and delivery schedules of all incoming parts and supplies while decreasing costs and improving on-time deliveries by 30%
- Negotiated discounts through blanket orders, stocking agreements, part substitution, and increased vendor understanding of final product
- Worked closely with Research and Development by recommending and sourcing solutions to meet/exceed development goals
- Coded billing and authorized all payments to vendors

## **Supply Chain/Logistics**

- Negotiated terms and pricing structure with common freight vendors, increasing discounts from an average of 22% to an average of 76%
- Managed all domestic and international freight requirements from LTL, Truckload, Private Transport, Emergency shipments, Ocean and Air Freight, and Parcel Delivery Services balancing customer delivery requirements with company freight cost targets
- Received, recorded, and tracked all deliveries in MiSys, Quickbooks, and Excel
- Prepared and organized all shipments for pickup

## **Inventory/Tool Control**

- Designed and implemented floor and shelving plan to organize all inventory (including all parts, usables, and tools) reducing overall footprint of inventory by over 300 square feet, and consolidating items in central location to save man hours in handling product
- Maintained and documented accurate records of all inventory (including parts, usables, and tools)
- Created and executed Loss Prevention procedures resulting in higher part/tool retention and decreased capital and maintenance budgets
- Reduced inventory on hand by 50%, increasing cash flow and EBIT
- Improved inventory turnover by streamlining styles and categorizing SKU's for better cross-utilization
- Managed monthly cycle counts
- Performed Year End Inventory process

## **Graff Political, LLC.**

*January 2011 - Present*

*Thomasville, GA*

### **President**

- Build and maintain relationships with community leaders and policymakers to increase issue awareness
- Develop and implement grassroots marketing/lobbying tactics to achieve campaign goals
- Successfully spearhead completion of issue advocacy at federal, state, and local levels
- Accountable for educating public on political process, while advocating issues corresponding with company mission
- Meet with qualified prospects to tailor specific campaign practices, strategies, and goals
- Achieve company objectives through lobbying efforts at the state, regional, and local levels