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### **Customer Service Professional**

A change agent, who successfully manages the customer experience by improving processes, streamlining procedures to successfully increase value and profit. An customer service professional with strong experience in supply chain, operations management, inventory control, warehousing, transportation, project management, customer service, account management, risk management, training, business integration and the automation of these functions. Recognized for possessing a keen business acumen with technical understanding and strong communications and presentation skills that are easily understood by all levels of an organization.

#### **Process Driven**

- Project Management Professional (certification in process)
- Six Sigma green belt trained.
- Created order flow process documenting cradle-to-grave activity.
- Established operational procedures for 61 location distribution network.

#### **Customer Focused**

- Created and implemented training programs, reducing transit claims 10%.
- Developed new account assimilation processes improving new account retention by 20%.
- Initiated customer satisfaction survey to report and respond to voice of the customer.
- Developed departmental metrics and key performance indicators to monitor performance.

#### **Results Oriented**

- Defined inventory criteria, resulting in 75% improvement in inventory turns.
- Created vendor selection and monitoring process.
- Consolidated customer service operations, reducing operating costs by \$100,000.

#### **Technologically Astute**

- Chaired selection team for IT manufacturing software.
- Designed, created and maintained company Claim & Risk Management intranet site.
- Defined and implemented CRM enhancements improving communication and reducing processing time.

## **PROFESSIONAL EXPERIENCE**

### **HomeDirectUSA - Hillside, IL**

1995 –

An integrated logistics service provider that utilizes company-owned transportation systems, third party carriers, agent networks and other resources to provide value added delivery services to top retail, catalog and e-commerce companies.

#### **Director, Exception and Risk Management** 2006 –

Managed all commercial insurance programs and directed the cargo loss and damage claims department in the prompt and equitable resolution of claims.

- Negotiated to reduce insurance premiums by \$450,000 and deductible by 80% while improving protection.
- Established vendor review criteria and measurements.
- Analyzed claim data to identify trends and instituted programs reducing claims cost.
- Initiated claims salvage program reducing 6 month incurred claims costs by \$95,000.

**Director, Claims and Account Analysis** 2004 - 2006

Directed a staff of 9. Proactively identified root causes of loss or damage and implemented process improvements to reduce claims.

- Reduced pending claim back log by 67% and average processing time by 50% with a 5% increase in volume.
- Designed customized reporting processes for account damage trend analysis.
- Developed key account metrics to facilitate communications between department and customer on claims issues, reducing processing time by 20%.
- Initiated "Claim Tip of the Week" to proactively communicate solutions to claims issues.

**Director, Business Integration** 2000 - 2004

Directed the smooth and efficient integration of new accounts. Partnered with customers, the sales force and internal operations to develop define and deliver logistics and warehousing solutions that satisfied customer specific requirements, reduced costs, improved service and enhanced operational effectiveness.

- Established automatic price increase strategy for accounts.
- Designed and implemented internet tools and training programs.
- Developed and presented sales certification program for agent based sales training.

**Director, Customer Care** 1998 - 2000

Directed the inside sales and customer service functions. Responsible for sales in excess of \$100 million and a staff of 25. Coordinated value-added delivery services to assure high quality, error-free service.

- Developed e-commerce process that reduced order entry time by 50%.
- Designed and implemented service warranty program that increased customer satisfaction levels by 30%.

**Manager, Logistics Claims Services** 1995 - 1998

Managed the Claims Services Department. Proactively reviewed service failures to reduce claims occurrences and expenses. Managed a budget of \$1.75 million and a staff of 5.

- Reduced retained claims expenses by 20% and average claims processing time by 15%.
- Developed a defect analysis process for key accounts, reducing damage claims by 10%.

**AAA PRESS SPECIALIST, INC** – Arlington Heights, IL

1994 - 1995

**Inside Sales Manager**

- Created and implemented customer database resulting in 30% productivity improvement.

**US PRECISION GLASS** – Elgin, IL

1993 - 1994

**Inside Sales Manager**

- Developed and implemented order entry and credit procedures.
- Chaired cross functional selection committee for manufacturing computer system.

**AVERY DENNISON** – Schaumburg, IL

1989 - 1993

**Customer Service Supervisor**

- Implemented performance standards and measures.

**EDUCATION**

National Louis University - Wheaton, IL  
Chicago Deming Assoc. – Naperville, IL

Bachelor of Arts - Applied Behavioral Science  
Six Sigma Green Belt

**PROFESSIONAL AFFILIATIONS**

Risk and Insurance Management Society  
Project Management Institute  
International Institute of Business Analysis