

Gary J. Gates
1118 41st St., La Grange, IL 60525

708-352-0130
GGates5114@aol.com

Business Analyst

A business professional skilled in the art of gathering requirements, evaluating information and reconciling conflicting viewpoints. An experienced project practitioner who has more than 5,000 project hours in IT and business process enhancement projects. Excellent analytical and communication skills focused on building strong high performance work teams through coaching and mentoring. A change agent who improves processes, streamlines procedures and successfully increases value and profit. Well known for solid business acumen with strong technological skills.

Process Focused

- Six Sigma green belt trained.
- Project Management Professional (certification in process)
- Member International Institute of Business Analysis (IIBA)

Data Analysis Skills

- Consolidated measurements to identify trends for customer and supplier claims.
- Created KPI's and metrics to monitor claims service quality.
- Created Customer Surveys used to develop baseline for acceptable service levels and monitor on going quality.

Technologically Astute

- Chaired selection team for IT manufacturing software.
- Designed, created and maintained company Claim & Risk Management intranet site.
- Programming and software experience including SQL, Visual Basic, Perl, Project 2007, HTML, PHP and Office Suite programs (Access, Excel, Word, Visio, PowerPoint).

Results Oriented

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

Stakeholder Focused

- Initiated customer satisfaction survey to report on and respond to the customer.
- Developed departmental metrics and key performance indicators to monitor performance.

Project Experience

- Refused Freight Notification Program
- Order Management System
- Warehouse Management System
- Packaging Review Program

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 –

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

- Analyzed claim data to identify trends and instituted programs reducing claims cost.
- Chaired security review project that identified and implement security improvements at a company cross dock location, reducing shrinkage by \$80,000.
- Designed claims salvage program that reduced 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.
- Developed Packaging Deconstruction Program to identify improper packing and reduce claims.
- Designed customized reporting processes for account damage trend analysis.
- Established operational procedures for proper product handling.

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.

- Designed and implemented internet tools and training programs.
- Developed and presented sales certification program for agent-based sales training.
- Created, implemented and presented results of customer satisfaction survey.

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 insure 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.

ELKAY MANUFACTURING CO. – Oak Brook, IL

1982 - 1989

Customer Service Manager

- Reduced return merchandise process time by 50%.

EDUCATION

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

Bachelor of Arts - Applied Behavioral Science
Six Sigma Green Belt

Professional Affiliations

Project Management Institute (PMI)
International Institute of Business Analysis (IIBA)
Association of Continuity Planners (ACP)
Risk & Insurance Management Society (RIMS)