

**Gary J. Gates**  
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## **Process Analyst**

An experienced business process analyst with more than 5000 project hours over the past 7 years in managing and participating in IT and business process projects. Excellent analytical and communication skills focused on building strong relationships to facilitating information gathering. A change agent, who documents processes, identifies pain point, streamlines procedures and successfully increases value and profit. Well known for solid business acumen.

### **Quality Focused**

- Six Sigma green belt trained.
- Project Management Professional (certification in process).
- ISO Internal Auditor

### **Results Oriented**

- Defined inventory management criteria, resulting in 75% improvement in inventory turns.
- Developed new account assimilation processes improving new customer retention by 20%.

### **Technologically Astute**

- Programming and software experience including SQL, Visual Basic, Perl, Project 2007 and Office Suite programs (Access, Excel, Word, Visio, PowerPoint)
- Designed, created and maintained first company intranet site used to communicate information and establish common language within the organization.

### **Project Experience**

- Warehouse Management System (WMS)
- Sales Force Automation
- Order Management System (OMS)
- Consumer Satisfaction Program
- Operational Process Review, Improvement & Development
- New Account Integration
- Web Site Development

## **PROFESSIONAL EXPERIENCE**

HOMEDIRECTUSA - Hillside, IL

1995 -

### **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. Identified best practice processes and designed and implemented network wide process improvements.

- Negotiated to reduce insurance premiums by \$450,000 and deductible by 80% while improving insurance protection.
- Analyzed claim data to identify trends and instituted programs reducing claims cost.
- Chaired security review project that identified and implemented security improvements at company cross dock location, reducing shrinkage by 8%.
- Developed packaging review process reducing claims cost for improperly packed items by 10%.
- 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.

- Re-engineered claims process reducing average processing time by 50%.
- Reduced pending claim back log by 67% with a 5% increase in volume.
- Developed departmental metrics and key performance indicators to monitor performance.
- Designed customized reporting processes for account damage trend analysis, reducing key account claims by 10%.
- Standardized operational procedures for receiving shipments reducing claims by 10%.

**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.

- Developed new account assimilation processes improving new account retention by 20%.
- Designed and implemented refused shipment notification and return process.
- Created and presented sales certification program for agent based sales training.
- Designed, administered and presented results of customer satisfaction survey.
- Orchestrated sales force automation and automated lead assignment processes increasing sales efficiency by 15%.

**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%.

**Inside Sales Manager** (AAA PRESS SPECIALIST, INC – Arlington Heights, IL) 1994 - 1995

- Created and implemented customer database resulting in 30% productivity improvement.
- Coordinated UV Coating Marketing campaign.

**Inside Sales Manager** – (US PRECISION GLASS – Elgin, IL) 1993 - 1994

- Developed and implemented order entry and credit procedures.
- Chaired cross functional selection committee for manufacturing computer system.
- Initiated Department process documentation for ISO certification.

**Customer Service Supervisor** – (AVERY DENNISON – Schaumburg, IL) 1989 - 1993

- Consolidated customer service operations, reducing operating costs by \$100,000.
- Implemented performance standards and measures.
- Pioneered Customer Partnering Program, contributing to increased customer retention.

## EDUCATION

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

Bachelor of Arts  
Six Sigma Green Belt

## Professional Affiliations

Project Management Institute  
International Institute of Business Analysis  
Association of Contingency Planners