

Gary J. Gates
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Operations Professional

A change agent who improves processes, streamlines procedures and successfully increases value and profit. An operations professional with strong experience in home delivery service, supply chain, operations management, inventory control, warehousing, transportation, project management, customer service and new business integration. Recognized for having keen business acumen, strong IT technical skills and the ability to effectively communicate with all levels of an organization.

Process Driven

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

Customer Focused

- Initiated and developed customer satisfaction surveys to report on and respond to the voice of the customer.
- Defined and implemented CRM enhancements that improved communication and reduced processing time.

Results Oriented

- Defined inventory criteria, resulting in 3 times improvement in inventory turns.
- Developed new account assimilation processes that improved new account retention by 20%.

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.

- Negotiated a reduction in insurance premiums by \$450,000 and deductible by 80% while improving protection.
- Reviewed, standardized and improved the Product Receiving Process.
- Analyzed claim data to identify trends and instituted programs that reduced claim cost.
- Created vendor selection and monitoring process.
- Initiated claims salvage program that reduced 6 month incurred claims costs by \$95,000.
- Identified Key Performance Indicators (KPI's) and developed metrics to monitor service levels and productivity.
- Created and implemented training programs that reduced transit claims by 10%.
- Established operational procedures for a 61-location distribution network.

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.
- Established operational procedures for proper product handling.
- Initiated "Claim Tip of the Week" to proactively communicate solutions to claims issues.
- Reviewed all non standard contracts for acceptable terms and suggested alternative wording to reduce company retained risk to an acceptable level.

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.
- Created and implemented customer satisfaction survey.

Director, Customer Care 1998 - 2000

Directed the inside sales and customer service functions. Responsible for sales in excess of \$100 million, budget in excess of \$2 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.

- Developed system wide inventory management system, reducing inventory related claims by 25%.
- 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.
- Pioneered Customer Partnering Process, designed to improve customer service and inventory turns.
- Consolidated customer service operations, reducing operating costs by \$100,000.

EDUCATION

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

Bachelor of Arts - Applied Behavioral Science
Six Sigma Green Belt

Professional Affiliations

Certified Claims Professional Accreditation Council (CCPAC)
Project Management Institute (PMI)
International Institute of Business Analysis (IIBA)
Association of Continuity Planners (ACP)