

JEFFREY H. RICHARDS

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Chief Operating Officer • Executive Vice President - Business Development

Sales & Marketing • Supply Chain Operations • Turnaround Profitability • Sustainable Growth

Performance-driven Senior Executive with expertise in managing high level corporate Operations, Strategic Planning, and Business Development. Ability to adapt to diverse business environments while conceptualizing ideas, seizing opportunities, and leading new business development initiatives. Extensive experience in management for start-up projects, logistics and distribution, forecasting and process improvement. Recognized for ability to incorporate innovative management techniques that result in enhanced business practices, increased productivity, and improved profits. Regarded as a resilient, high-energy thought leader who forges strategic partnerships in complex value chains to turn around underperforming business units and sales teams.

- Multi-site P&L Management
- Performance Improvement
- Revenue Growth Strategies
- Supplier / Vendor Relations
- New Business Development
- Inventory Management
- Start-ups & Turnarounds
- Workflow Optimization
- Organizational Transformation
- Strategic Planning & Growth
- Operations Management
- Procurement Strategies

DEMONSTRATED SUCCESS SPEARHEADING STARTUP OPERATIONS IN CENTRAL AMERICA AND ASIA

Headed the profitable expansion into Hong Kong market for Global Corp. Built infrastructure for the implementation of business development and operational excellence strategies. Significant contributor to the organization's expanded global reach, positioning the company for continued growth in a highly competitive market. Ongoing oversight of **double-digit growth year-over-year** by maintaining high standards for operational processes, international trade compliance, total quality management, and aggressive cost control to ensure a cohesive structure within the company's global supply chain.

Averted the loss of largest reverse logistics client relationship at Ingram Micro Mobility by launching new 50,000 square foot repair operations facility in Costa Rica to reduce operational costs and increase per unit margins. Delivered **20% cost savings and \$25 million total supply chain savings** through focused cost analysis, strategic business planning, customer relationship management, and reverse logistics expertise. Engineered facility layout, developed inventory management system, implemented quality controls, negotiated contracts, worked directly with government authorities, and oversaw the onboarding and training of 120 employees. Completed project came in **\$1.2 million under budget**.

PROFESSIONAL EXPERIENCE

GLOBAL CORPORATION – AUSTIN, TX

2014-Present

Chief Operating Officer (2016-Present)

Executive Vice President, Business Development (2015-2016)

Executive Vice President, Global Operations (2014-2015)

Visionary leader who synthesizes facts, events, and concepts to develop realistic and long-range plans on a timely and cost-effective basis. Manage **\$300 million P&L** for three facilities comprised of 225 employees in the United States and Hong Kong. Key member of the Executive leadership team recruited by the CEO / Partner to increase sales, improve profitability, expand market share, and manage growth initiatives. Communicate with board of directors and executive team, participating in strategic meetings and preparing monthly presentations.

Selected Accomplishments:

- Secured **\$60 million in annual revenue** growth for sales, asset management, and parts refurbishment through high level negotiations with Tier 1 mobile carrier

- Realization of **178% increase in ecommerce business** due to implementation of new ecommerce platform, representing \$35 million in added revenue
- Attainment of **20% increase in revenue** year-over-year, totaling **\$12 million EBITDA growth** through successful new business development initiatives
- Increase in **inventory accuracy from 78% to 99.7%** through targeted inventory management processes
- Slashed inventory write-offs from \$1 million to \$100,000, a reduction from **10% to less than 1%**
- Reduction of \$6 million in overhead costs, representing **15% reduction in overall costs**
- **Decrease of 73% in employee turnover** and 42% increase in employee engagement

WORLD TECHNOLOGY, INC. – Dallas, TX

2013-2014

Director of Program Management

Assembled a high performance, process-driven team to serve the organization's largest global customer through development of Logistics programs. Led team to identify, develop, implement, and manage new program concepts to drive operational efficiency, increase revenues, and improve profit.

Selected Accomplishments:

- Directed **\$60 million project** for Amazon and AT&T, providing innovative supply chain solutions through technology implementation and integration
- **Improved inventory accuracy from 87% to 99%** through development and management of key metrics
- Enhanced **on-time delivery by 98%, 95% reduction** in stock outs, and **19% improved order accuracy**

ABC TECH MOBILITY – Dallas, TX

2006-2013

*Senior Director of Supply Chain (2012-2013)**Director of Business Operations (2010-2012)**Director of Client Services (2006-2010)*

Reported to the Vice President of Global Supply Chain and selected to serve on Leadership Steering Committee and Senior Leadership Team. Managed team of 20 direct reports and 5 indirect reports in Marketing, Product Development, and Account Management. Key member of the global leadership team charged with a project to open a new operations facility in Costa Rica.

Selected Accomplishments:

- **Increased international sales by 600%**, from \$5 million to \$35 million per year
- **Decreased on-hand inventory by \$60 million** by focusing on slow moving inventory and forecasting accuracy
- **Improved inventory turns by 100%** and upgraded absolute **inventory accuracy from 83% to 97%** within six months
- Grew annual sales **from \$40 million to \$200 million** by building strategic customer relationships
- Enhanced operational efficiency by 20%, representing **\$5.7 million in annual labor savings** through implementation of Kaizen principles of continuous improvement
- Designed **\$150 million supply chain savings** program for T-Mobile USA to leverage efficiencies, close gaps in forecasting, and improve warehouse management

National Mobile Carrier – Bristol, VA

2001-2006

Quality Manager

Managed a team of 50 quality analysts responsible for call quality of 650 customer care representatives. Led a project team focused on strategic planning and execution to enhance profitability, productivity, and efficiency throughout the company's contact centers. Delivered project results totaling \$5 million in annual savings through enhanced call routing and monitoring.

EDUCATION

Bachelor of Science (BS) in Marketing • California Coast University • Santa Ana, CA