**JOHN A. PONDER**

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**SUMMARY**

Cross functional, innovative and strategic Operations Manager. Skilled in facility management, operational effectiveness and team development. Proven ability to focus on the big picture and lead with collaboration and enthusiasm. Demonstrated leadership skills in implementing service improvements to enhance value of existing clients, with the ability to build and develop cross-functional teams. Offer a unique combination of creativity, analytical skill to assess various vantage points to create bottom-line results for internal and external clients.

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| --- | --- | --- |
| S&OP Planning | Inventory Control | Budget Management |
| HR Operations  * Logistics | ERP, TMS, WMS maximization  * Quality Control | Process Improvement  * Cost Reduction |

**PROFESSIONAL EXPERIENCE**

# WELLS FARGO, Charlotte, NC 2014 - Present

**Implementation Consultant**

Direct multiple simultaneous projects supporting home preservation mortgages in a high matrix organization.

* Lead reformulation of bankruptcy proposal across multiple proprietary print systems saving $10,000 monthly.
* Lead project to replace email communication with web based forms. Will provide improved tracking and turnaround for requesting customer information. Improving average loan completion by 6 days. Project was implemented in 3 months and consisted of team of 20 from various parts of the business.

# CENTIMARK CORPORATION, Charlotte, NC 2013 - 2014

**Project Manager / Sales**

Sell and market re-roof and repair projects for commercial roofing company with revenues over $500 million. Servicing commercial properties ranging from family owned businesses to fortune 500 companies.

* Completed at least 25 cold calls to qualified prospects per month.
* Converted 15% of leads to customers with 90 days of initial contact by using a consultative approach.
* Led projects from repair services to complete roof replacements. Project ranged from $5,000 to $2 Million.

# HONEYWELL, SCANNING AND MOBILITY, Fort Mill, SC 2010 - 2012

**Director, Global Sales Analysis**

Directed team of cross-functional global executives to provide a unified, proactive view of business operations, for a $600 million mobile computer and bar-code scanning manufacturer

* Directed international team to implement a cloud based system; involved 100+ customers consisting of over 400 users in 7 countries, tripling transaction volume and decreased transaction time 30%.
* Managed 15 cross functional resources to realign product hierarchy for improved point of sale data integrity reducing customer returns by 15% saving restocking costs by $130,000 annually.
* Led business process transformation to improve month end accounting close processes by 10 days.

# PRECISE INCORPORATED, Charlotte, NC 2007 - 2010

**General Manager**

Directed and managed branch operations for a $70 million 3rd party logistics company of 35 employees by focusing on customer needs and building a responsive team focused on providing innovative solutions and quality results.

* Managed client negotiations establishing KPI's, service levels, reporting and payment standards which reduced new account implementations startup by 20 days.
* Managed vendor relationship contracts and obtained 15% cost reductions by hitting established and negotiated performance standards.
* Fostered customer loyalty by ensuring customers fully utilized the value of our solutions and services reducing first year customer turnover 22%.

# C.C. DICKSON COMPANY, Rock Hill, SC 2001 – 2007

## Director, Logistics

Directed multi-location HVAC distribution operations with revenues over $150 million serving 110 company owned stores in nine states.

* Managed 3rd party logistic relationships and negotiated over $1 million savings in freight contracts.
* Lead cross-functional team for company-wide distribution reorganization saving $1.5 million annually.
* Directed internal and external teams to install Warehouse Management System that allowed 100% growth.

**ADDITIONAL RELEVANT EXPERIENCE**

# Distribution Manager, HENRY’S TACKLE, LLC, Morehead City, NC

Directed profit and loss for $100 million sporting goods wholesaler, managing 24 hour operations of 120 employees through two distribution facilities servicing over 3,000 external customers.

* Directed site selection of new second distribution center, reducing annual transportation costs by $2 million and improving operation efficiency by 25%.
* Reorganized processes improving product availability and order turnaround, saving $300,000 annually.
* Directed paperless pick system implementation, which reduced pick errors by 60%.

**Manager of Distribution Services**, DOUGLAS BATTERY MANUFACTURING COMPANY, Winston-Salem, NC

Directed 24/7 distribution operations with 250 employees for $80 million battery company to domestic and international customers from 3 locations with over 1 million square feet and 250+ employees.

* Implemented plant forecasting and inventory-tracking program which reduced inventory levels by 30%.
* Started direct ship program to improve order turnaround which saved $300,000 annually.
* Implemented radio frequency bar coding system that improved inventory accuracy from 85% to 98%.

**Operations Manager,** CARDINAL HEALTH INCORPORATED, Winston-Salem, NC

Directed 24/7 pharmaceutical distribution operations with 90 employees for $250 million division servicing hospitals, pharmacies and nursing homes.

* Directed division relocation from 50,000 square foot facility to 150,000 square foot facility.
* Developed and implemented action plan to accommodate 400% customer growth.
* Implemented inventory controls turning annual losses of $100,000 into net annual gains of $10,000.

**Office Manager,** CARDINAL HEALTH INCORPORATED, Cleveland, OH

Directed accounting operations with 5 employees for $180 million division.

* Developed plan for controlling assets, reducing working capital ratio from $1.76 to $0.78.
* Resolved vendor/hospital contracts collecting over $4 million in disputed charge backs.
* Developed accounting personnel to reduce 30 day past due from 17% to 1.7%.

**EDUCATION**

**Masters of Business Administration,** McColl School of Business, Queens University, Charlotte, NC

**Bachelor of Science, Business Administration,** Tarkio College, Tarkio, MO

**PROFESSIONAL DEVELOPMENT**

**McColl School of Business**, Harvard Management Program

**Georgia Tech Supply Chain & Logistics Institute,** Supply Chain & Logistics Certificate

**Dale Carnegie,** Leadership Course

**U.S. Army Infantry Officers Course,** Leadership & Tactics