

Bernie Warren Career Accomplishments:

Sinkro Ink

- Reduction in vendor pricing equating to a yearly savings of \$21,000.
- Reduction in logistics partners shipping rates by 11% realizing an estimated \$10,000 yearly transportation dollar savings.
- Changed third-party hazardous warehouse provider saving \$5,500 a year without impacting the customer's service level during the move.
- Negotiated the removal of fuel surcharges from both solvent suppliers realizing a \$3,000 a year savings.
- Was able to get a provider to cancel a \$1,600 invoice for a part that didn't suit our application when no attempt had been successful in the past.
- Successfully got an out-of-business vendor to re-pay \$3,000 for a compressor ordered/not shipped in 2009.
- Audited invoices and corrected multiple inaccuracies in excess of \$1,500

KiZAN Technologies, LLC

- Pioneered and maintained a repository of proposals, bids, and Statement of Work documents by project name so that an associate need only access the "SMS Client" shell and customize it for their particular customer. This saved staff members many hours of duplicate effort when preparing like documents for different customers. We estimated the time to dollars savings of \$18,000 dollars a year.
- Successfully organized the arrival/delivery of 6 consultants, 70 computers, airfare, hotels, and rental cars to be in and out of 13 different states over the span of 3 weeks to perform an after hour restaurant operating system upgrade. These complex travel and shipment details were arranged while performing all my other daily duties without a glitch, completing the project on time and with excellence!
- Documented processes/procedures that had not existed previously – from 0% to 60%.
- Provided the most economic company-wide travel arrangements having successfully negotiated reduced rates for long-term stays 100% of the time.
- I successfully renewed KiZAN's Microsoft's Gold Partner On-Line Membership given no help, direction, or training. As this is a complicated process involving many steps, and learning many new terms, acronyms and business concepts, this was a monumental feat.
- Inducted and trained new hires on company benefits, policies, and reporting procedures.

Terry Solutions/HouseGuard

- Initiated and implemented a finance charge policy resulting in significant unplanned revenues, i.e., \$5,000 the first year.
- Designed operational/procedure manuals that had not existed previously; distributed to contractor network and insured they were updated as needed and reviewed twice yearly for technical revisions.
- Developed, launched, and managed an ongoing Quality Audit process insuring field applicators were applying HouseGuard products in accordance with the application procedures, minimizing potential warranty voidance issues. This process saved approximately \$20,000 a year in unnecessary warranty claims.
- Documented processes/procedures for the application of all related products for inclusion in the HouseGuard Contractor Book requiring amassing all the related product application procedures, specifications, MSDS documents, etc. This was a guide for training as well as a guide that could be referenced in the office or on the job. This comprehensive guide did not exist prior to my joining the company.
- Oversaw receivables, managed the credit process, collections/dunning as required never having had a bad debt.

Church & Dwight Co., Inc.

- Managed a national 30 million case inventory within a .012% variance housed at 15 public warehouses across the country.
- Consistently insured a \$3.5 million dollar yearly warehousing budget was never exceeded.
- Discovered an inventory allocation message “glitch” regarding negative inventory levels and worked with Systems Team to make the necessary system corrections which resulted in a \$500,000 dollar reduction in excess inventory carrying costs and most importantly, improved service and customer satisfaction. I received a very coveted Quality Recognition Award for my efforts.
- Developed and implemented a team concept in the Customer Service Department wherein customer specific requirements were imbedded in the customer record through a home-grown Customer Relationship Management (CRM) Program so that pre-assigned back-up CSR’s could process customer orders and handle customer problems more efficiently and accurately. These actions resulted in a 20% higher rate of order accuracy and an immeasurable level of customer satisfaction.

- Initiated Warehouse Operation procedure manual for third party warehouse providers where none existed previously. Published, distributed, and updated manuals twice a year. Provided initial and ongoing training at warehouses to insure procedural integrity across the nation.
- Implemented EDI direct customer sales with Wal-Mart, K-Mart, Target, and Sales Brokers resulting in a 20% reduction of staff.
- Participated in the SAP implementation/design team – MM/SD Modules. Identified unique business practices while co-designing/identifying corresponding SAP solutions. Identified and co-designed EDI Workflow criteria and error message methodology streamlining inventory updates and financial reporting.
- Selected, hired, and trained all Customer Service and Inventory Control Associates insuring uniformity in all processes and procedures. Most importantly, instilled the importance of exceeding customer expectation methodology into daily routine. Also trained both departments in the Philip Crosby's Quality Improvement Program and SAP introduction/implementation.
- Major contributor to the on-time introduction of the Arm & Hammer Dental Care product in England. Co-planned shipping container configuration and managed broker and export documentation.
- Consistently managed third-party repackaging operations within budget and often very tight time constraints. When a rush order was received that our regular supplier could not accommodate unless they charged overtime for a total project cost of \$80,000, I was able to secure an Arm & Hammer public warehouse to take the project and ended up saving \$41,000 in transportation costs as the product was already at the location.
- Inherited a problem employee I was unable to turn into a productive team player who eventually sued the company for discrimination. It was my copious notes, documentation, and testimony that won the case for the company.

Other:

Experienced trainer who writes professional resumes, designs websites, and conceives marketing themes part-time – I am also a certified webmaster:

1. <http://www.familyfirstnewjersey.com>
2. <http://www.eastcoastenergysolutions.com>

I am a member of LinkedIn, a professional networking site:
<http://www.linkedin.com/in/berniewarren>