

Ken Wiseman- MBA

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Account Relationship Manager

Account Relationship Manager with over 20 year's expertise successfully managing and driving results within dynamic Fortune 500 supply chain operations in an outsourced model. A goal-driven manager constantly cited for high quality vendor account management, analytical acumen, project management and strong program and P & L management. Accomplishments include successful supply chain integration which saved \$830,000 and improved customer satisfaction by 5% (to 99.4%), developed and implemented jewelry return process across 33,000 Agent base and effectively managed turnkey Fortune 500 logistics operation with over 220,000 annual shipments and returns. Additionally derived from Six Sigma Green Belt training, developed defined organizational continuous improvement processes and procedures. Achieved notable growth in competitive, ambiguous environments through combined expertise in:

Leadership, Management, and Business

- Account Management
- Supply Chain Management
- Warehouse Management Systems (WMS)
- Organizational Strategy Leadership
- Staff Management-Team Building & Performance Optimization
- Budget Management
- Strong Analytical Acumen
- Contract Negotiations Experience
- American Society for Quality certified Six Sigma Green Belt
- Strives in Ambiguous environments
- Project Management
- Experience computer databases and Microsoft Office products

PROFESSIONAL EXPERIENCE

Safeco Insurance (Purchased by Liberty Mutual 2008)

1999-2009

Manager, Logistic Vendor Accounts

2006

- 2009

- Managed Safeco's print (2300 SKU's) and transportation outsourced vendor relationships (220,000 annual shipments). Successful in creating and fostering a vendor management partnership driving toward common goals of P & L improvement, and new merchandising growth within large organizations. Competencies and success stories within this arena included:
 - Successfully led Safeco's outsourced print initiative in 2006. Within three months of outsourcing decision, negotiated vendor contracts, relocated product and established an innovative partnership with multiple print and distribution vendors.
 - Negotiated rates and innovations which reduced program costs by \$830,000 in the form of labor, rent and storage requirements (e.g. converted print forms to electronic versions)

- A result of tracking vendor performance and account development maintained high customer fulfillment rate of 99.5%.
- Leveraged vendor capabilities and innovative solutions to drive new merchandising initiatives and deliverables. As a result, customer satisfaction improved 5% and product fulfillment turn time improved by 1.5 days.
- After sourcing integration, defined program success via systematic metric reports, benchmarking and proactive communication with Senior Management and Vendor management. Based on partnership and relationship development, the program grew to include additional marketing material offerings and a direct marketing partnership.
- Selected by Senior Management to lead Safeco's Print and Fulfillment integration project (into Liberty Mutual program management). Successfully led project by 1) creating a clear project plan and timeline deliverables, 2) Effective communication within departments and within all levels of the organization, 3) develop and track vendor performance with defined metrics and goals and 4) development of strong relationships with new vendors and new program management personnel.
- Developed and grew business acumen and organization skills earning an MBA in 2006. MBA benefits included strong written and verbal skills developed by weekly exercises lead by industry leaders, an emphasis on strategic organizational thinking fostered by innovative research and account development and improved analytical acumen developed in the area of organization optimization, finance and project management.

Supply Chain Logistics Manager

1999 – 2006

- Managed Safeco Insurance's 50,500 foot print day to day fulfillment operation. Responsibilities included staff management, account management, contract negotiations, vendor relationship management and driving business results. Competencies and success stories within this arena include:
 - Effective staff Manager achieved 91 % retention of employees with average tenure to company of at least ten years.
 - Utilized finance background, efficient P & L budget management consistently keeping expenses 5.50% to 9.50% or up to \$370,000 under budget in each reporting year (based on \$4.0 Million budget).
 - Increased inventory accountability by 21% the first year as department manager. Improving overall accountability in each subsequent years researching 99.85% accountability in 2006.
- Developed and implemented Safeco jewelry return process which lowered return cost by 33% and improved customer insurance resolution time by over 3 business days.
- Negotiated \$235,000 annual transportation savings by bundling services with one logistics vendor. Over the course of my program management, savings totaled over \$1.25 Million.
- Earned documented recognition from Safeco CEO for Safeco Annual report shipment \$105,000 savings.
- Developed programs exemplified by Safety Fork Lift training classes. The internal safety fork lift classes were attended by 65 staff for a savings of \$9,750.

GAI'S/FRANZ BAKERIES

1982-1998

Plant Manager

1992-1998

- Managed large twenty-four seven industrial bakeries (three locations), a staff of 60 within a dynamic daily fulfillment environment. Competencies and success stories within this arena include:
 - In each seven years as Plant Manager, my facility earned the highest Efficiency and Sanitation ratings from the American Institute of Bakeries (AIB). Within the Gai's organization, my facility was the only facility to earn this distinction.

- Improved production line productivity by 24.03%
 - Reduced line staff from six to five personal (16.33% improvement).
 - By improving production methods, reduced scrap product by 4.8%
 - Developed innovative process to add scrap product back through the production process improving yield by 2.9%
- Worked with Sales staff to foster and grow customer relations and sales with Seattle area retail restaurant leaders such as The Four Season Hotel, Ivars', McDonald's and the Sheraton Hotel.
- Efficiently managed \$5 million production support inventory tying inventory to production output at over 99% efficiency rate.

EDUCATION

University of Phoenix 2004-2006

-Master's of Business Administration

University of Washington 1977-1981

-Bachelor of Arts, Business (Finance major)

Professional Organizations

American Society for Quality 2009-present

-Certified Six Sigma Green Belt

Project Management Institute 2009-present