



SANDRA DOWELL, E.M.B.A.

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SUPPLY CHAIN & PROCUREMENT EXECUTIVE

PROVEN STRENGTHS

- ✓ Consensus Building
- ✓ Vendor Negotiations
- ✓ Contract Management
- ✓ Strategic Planning
- ✓ Business Analysis
- ✓ Team Leadership
- ✓ Process Improvements

“Sandra’s initiatives were key to maintaining profitability. Her team reduced excess spending and unstable vendors.” – J. Lee, C.O.O., Insurance Services

- **SENIOR PROFESSIONAL** ready to leverage 15+ years of experience to provide executive direction for enterprise-wide procurement and supply chain solutions; drive organizational change and maximize resources.
- **WELL-ROUNDED LEADER** able to build and direct multidisciplinary teams in fast-paced environments with in-depth accountability; integrate multiple perspectives and action plans to achieve sustainable success.
- **INFLUENTIAL PRESENTER** adept at developing consensus, motivating staff, and conducting high-level negotiations; introduce effective internal controls.

PROFESSIONAL EXPERIENCE

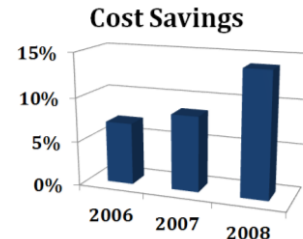
INSURANCE SERVICES; Denver, CO

2005 – 2009

SENIOR DIRECTOR, CORPORATE SUPPLY MANAGEMENT

Oversaw \$220 million in global spend across multiple business units. Mitigated risks and protected corporate assets by establishing approval hierarchies, monitoring expenditures, and managing vendor contracts. Built high-performing department commended for negotiations expertise. Implemented quarterly business reviews with main suppliers to evaluate performance, advance relationships, and identify any instability.

- **Reduced procurement expenses 7% in 2006, 8.5% in 2007, and 14% in 2008** by implementing new organizational priorities and best practices.
- **Transformed the previously low-performing procurement team** into a respected business unit recognized companywide for securing favorable contracts.
- **Achieved \$4.2 million in annual savings in just two years** via strategic vendor relations, expense management initiatives, and head count reductions.



COMPUTER CORPORATION; Denver, CO

1999 – 2004

SENIOR DIRECTOR, TECHNICAL PROCUREMENT (2001 – 2004)

Managed \$170 million in technical procurement with a staff of 12. Led the successful development and implementation of large-scale purchasing system. Created CSM dashboard and key reporting tools to monitor contract expirations and changes. Defined strengths and weaknesses of competitors’ supply chains.

- **Gained 7% market share from competitors with inconsistent stock** by ensuring stable inventory.
- **Drove sales and profit** by determining price elasticity and maintaining profit margin.
- **Reduced secondary shipments 15%** by partnering with client services, risk prevention, and operations teams.

DIRECTOR, CUSTOMER EXPERIENCE (1999 – 2001)

Directed the end-to-end customer experience; identified and analyzed customer touch points. Established formal Net Promoter Score Program (NPS) as a core tenet for the company at executive and agent levels.

- **Achieved 20% increase in customer experience metrics** by implementing NPS initiatives.

Previous experience includes: **DIRECTOR OF SALES**; ABC COMPANY; Knoxville, TN

EDUCATION

E.M.B.A. in General Business; UNIVERSITY OF COLORADO; Boulder, CO

B.S. in Logistics; UNIVERSITY OF TENNESSEE; Knoxville, TN