

THOMAS J. COLLINS

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PROFILE

Self-motivated and *driven* professional with an earned reputation for adding value and leadership to organizations. Revered amongst peers for ability to strategically analyze, plan and report on data. Awarded for contributions made to cost-effectiveness, productivity, and processes. Implement proactive procedures and systems by utilizing continuous improvement tools through root cause analysis and implementing appropriate countermeasures.

SUCCESS HIGHLIGHTS AND QUALIFICATIONS

- Awarded OMG Roofing Division's top honor of "Outstanding Contribution" at 2019 Annual Sales Meeting for research, analysis and improvements implemented during a six-month project leading to improved heat-treat operations and value stream performance.
- Led operations team to earning OMG FastenMaster Division's "2020 Impact Award" for driving process improvements along the value and supply chains. Fill rates improved from 57% to 75% by 2020 year-end and currently sit above 95% in 2021 as a result.
- Recovered more than \$1,000,000 in claims over four years using in-depth analysis of data, industry knowledge and developing relationships.
- Reduced customer service error-related credits by 97% in three years (788 versus 27).
- Decreased slow and obsolete inventory by 68% year-over-year which had directly impacted the organization's profitability and positive financial statement positioning.
- Improved Sears Retail Channel's on-time delivery from 79% to 90% in 12 months and Kmart Channel's on-time deliveries from 67% to 100% in less than 6 months which substantially reduced, or eliminated, delivery-related fines.

EXPERIENCE

OMG Inc, Agawam, MA	2014 – Present
Senior Service Delivery Manager	2019 – Present
Customer Service Manager – Roofing Division	2014 – 2019

Lead service delivery and value stream functions with a goal of 100% on-time delivery by analyzing forecast data, in-system data, and trends to initiate real-time responses and adjustments to Kanban inventory levels. Utilize true north business metrics and continuous improvement concepts as proactive measures to increase productivity and cost-effectiveness.

- Lead a service delivery team of three to balance value stream flow, provide accurate purchase orders, pricing quotes, and consistent communication up-and-down the chain
- Review and provide action items related to slow and obsolete inventory to key areas of responsibility; product and account managers, operations, purchasing, accounting, business units, to improve company's profit and loss data
- Expedite proactive, Lean improvement procedures; Pareto, KPI, root-cause and countermeasures, quality resolution, standard work maintenance and kaizen activity
- Review special pricing requests for all product lines, purchase orders, and returns which includes all credit and pricing discrepancies to maintain effective cost-management

APEX TOOL GROUP (formerly Danaher Tool Group), Sparks, MD
Manager, Customer & Marketing Services

2012 – 2014

Supervised staff of five. Responsible for all customer & marketing service functions and managed Sears' Retail and Kmart mechanics' hand tool businesses (over \$400 million annually).

- Assisted sales and marketing teams in price determination review, analysis, reporting and claim investigation recovery process
- Managed customer service department to provide analysis and reporting for all purchase orders, return authorizations, credit, and debit entry, claims submissions
- Facilitated operations management for product delivery, commitment date accuracy, root-cause, countermeasure, and Pareto reporting where delivery or quality fell short
- Initiated proactive, continuous improvement procedures; Pareto, KPI, root-cause and countermeasure, customer quality alerts and standard work maintenance

DANAHER TOOL GROUP (currently Apex Tool Group), Simsbury, CT
Channel Service & Support Specialist

2008 – 2009

Accountable for providing customer and marketing support while managing all Sears' Retail and Kmart business purchase orders for "Craftsman" hand tools (\$250 million annually).

- Distributed bi-weekly reports related to forecast analysis for Sears' Procurement Team
- Developed, coordinated, and supplied set up components for Sears.com uploads, assuring new products were properly and timely placed on the web site with a focus on item detail
- Expedited product from multiple plant locations, effectively meeting buyer demands
- Designed, developed, and implemented multiple training programs including *Sales Today* articles, Catalog, and Tool Rallies, vastly improving customer capability to sell products

ADS WAREHOUSE SOLUTIONS, Farmington, CT
Compliance Manager / DC Manager

2010 – 2012

Responsible for all warehouse functions including management of all departments for Jade Marketing and Onyx Design Groups. Oversaw all customer-related orders and issues while auditing all inbound and outbound shipments for accuracy to reduce or eliminate compliance-related chargebacks.

- Managed a staff of 30+ employees, seven of whom were direct reports.
- Responsible for all warehouse functions including all employee schedules, directing, and overseeing operations, hiring and termination of employees.
- Oversaw all customer orders, compliance requirements and control productivity levels.
- Accountable for delivery and receipt accuracy and the processing of all inbound shipments.
- Maintained and reported on data related to company compliance, productivity, and sales.
- Led daily, multi-department meetings to ensure seamless transition and quality of product; implemented more efficient scheduling and production control of all operations.

VEEDER ROOT, Simsbury, CT
Technical Support Analyst

2001 - 2008

Responsible for working with contractors and distributors to troubleshoot and debug Veeder-Root products, with a focus on electronic principals, mechanical pumps, installation of equipment and regulatory driven products and services. Supported field service organization relative to application and design issues. Troubleshot functionality of all service station equipment and provided funnel to engineering.

- Selected, based on skills and depth of knowledge, to provide project management over special monitoring, set up, and data collection that measured system performance for major companies.
- Demonstrated firm customer service and negotiation skills alleviating customer dissatisfaction.
- Awarded several efficiency awards for regularly meeting 100% of standard work procedures.
- Selected to design and maintain numerous spreadsheets in developing projects tracking using Excel. Improved standards, organization of data and eased recording of information.
- Played a key role in assuring new product launches met all requirements and standards.

EDUCATION

Central Connecticut State University, New Britain, CT

2003 – Present

MBA, Business Analytics

Expected graduation date: May 2024

BS, Finance (*Magna Cum Laude*)

2022

VOLUNTEER WORK

Farmington Community & Recreational Services

2020 – Present

Foodshare

2005 – 2012, 2015 – Present

Miscellaneous Organizations

2001 – Present