

Al Carbone

SENIOR OPERATIONS EXECUTIVE / COO / SVP

Results-oriented Senior Operations Executive with 17+ years' progressive experience leading business strategy and operations for diverse organizations, generating millions of dollars to top and bottom lines. Particularly effective reorganizing, streamlining, and strengthening business operations and processes to maximize product delivery performance and profitability while meeting customer needs. Successful building and directing high-performance, cross-functional teams to achieve aggressive business goals. Exceptional at formulating and executing strategic business plans to effectively align and manage key resources in support of multimillion-dollar customer contracts and projects. Transformational leader and pioneer with proven ability to oversee product development/supply chain initiatives to deliver innovative technologies that generate significant revenue growth on a global scale.

EXECUTIVE LEADERSHIP COMPETENCIES

- P&L & ROI Accountability
- Team Leadership & Collaboration
- Operations Management
- Lean Manufacturing
- Technology & Business Integration
- Product Development
- Strategic & Tactical Initiatives
- Process Visualization & Improvement
- Delivery Performance

PROFESSIONAL EXPERIENCE

CONSULTING, San Francisco, CA

2005 – Present

Director of Strategy & Operations

Management consulting firm providing advisory services in strategy and operations for firms in the technology, manufacturing, financial service, and consumer product industries.

Selected to lead teams supporting client engagements valued between \$300,000 to more than \$1 million for firms ranging from small, growth-oriented companies to Fortune 50 clients. Build and manage organizations and processes to restructure operations key to turning around and positioning companies for growth. Directly oversee up to 20 client and consultant support staff driving change across global organizations.

Selected Achievements

- 28% cost savings generated by leading cross-functional teams to realign and streamline IT functions and processes critical to accommodating future growth in preparation of an initial public offering.
- Cut costs 19% by designing and implementing high-performance shared service centers and centralize order and payment processes for a leading medical products distributor.
- Turned around sales from 13% decline to 8% growth versus prior year by executing a structured account management framework and business development process to deliver partnership growth for a \$200 million business division of a global entertainment company.
- Achieved 35% decrease in data maintenance and reporting requirements by planning and managing program to implement a single global knowledge infrastructure for \$3 billion technology firm.
- Reduced costs 41% and total spend commitments 35% by investigating telecom spend, existing supply base, and agreements to consolidate telecom services agreements for a leading call center outsourcing firm.
- 81% increase in global network capacity achieved by driving the creation of a telecom technology roadmap and the migration of services to maximize flexibility and performance over a client voice and data network.
- 47% increase in application rates with 27% increase in acceptance rates generated by establishing company-wide standard protocols and practices to identify, recruit, and secure top talent.

SATELLITE Inc, El Segundo, CA Director of Operations (1998 – 2005)

1994 – 2005

World leader in design and production of communication satellites, sensors, and instruments for commercial and government customers.

Chosen to lead operations with a team of 53 employees to support the development and production of satellite subsystems. Oversaw technology and proposal development as well as program management across entire product lifecycle. Reduced overtime labor more than 48% while ensuring project timelines and deliverables were met. Awarded Lean Excellence Award. Applied Theory of Constraints and initiated Lean Process Improvement methodologies across cross-functional teams to maximize design and build productivity.

Selected Achievements

- \$24 million cost savings generated by introducing, negotiating, and transitioning the use of cost-effective standardized components within design and production processes critical to delivering high-quality satellite products to market.
- Decreased manufacturing errors 32%, production time 27%, and costs 29% by prioritizing and aligning team/quality goals to turn around an underperforming organization into a high-performing, integrated product team.
- 93% boost in productivity with 27% reduction in operational costs achieved by standardizing and incorporating products as part of future designs while ensuring production and customer requirements were fully met.
- \$640,000 saved in scheduling and production costs per satellite by restructuring product development processes to maximize delivery performance, key to remaining competitive within the marketplace.

Product Manager (1994 – 1998)

Managed major subsystem component development and production functions with team of 16 engineers supporting satellites for Panamsat, Newscorp, DirectTV, government, and other customers. Formally recognized by customer for quality of product design and execution. Developed dashboard metrics and new standards measuring design and manufacturing performance.

Selected Achievements

- Won NASA government contract for Phase C project by planning and coordinating detailed design and development schedules and processes that successfully accelerated project timelines 11 weeks.
- Delivered strong sales growth by laying out a technology roadmap for product teams that defined R&D and testing requirements to create subsystem components in line with evolving customer needs.

RESEARCH CENTER, Goleta, CA

1991 – 1994

Lead Engineer

Industry-leading provider of optical sensing equipment for weather and tracking satellites, missile, and computer vision systems for government customers.

Promoted to head instrument and engineering testing for a NASA Earth Observing Station. Engineered, designed, and tested satellite products and solutions per customer requirements. Captured \$50,000 early delivery award as the youngest engineering lead for a NASA project.

EDUCATION

- **M.B.A. (Business Strategy & Operations)**
- **M.S. in Mechanical Design**
- **B.S. in Mechanical Engineering**