

THOMAS KAHN

IT & BUSINESS TRANSFORMATION EXECUTIVE / CONSULTANT

Driving revenue through technology applying expertise in design and delivery of cost-effective, high-performance infrastructure and systems required to drive growth. Consistently surpass corporate-wide IT standards and capture IT-driven cost savings. Negotiate, lead, and measure performance of strategic IT service level agreements (SLAs). Develop and align IT strategies to maximize e-commerce opportunities. Effective in building team-centered operating units with efficient business processes. Understand all phases of project life cycle, from initial feasibility analysis and conceptual design to implementation and enhancement. Develop profitable alliances with vendors and suppliers. Manages rapid change/growth while minimizing financials and staff levels.

CORE FUNCTIONAL COMPETENCIES

- E-Commerce/Data Warehouse
- Project & Program Management
- IT Outsourcing/Call Centers
- Strategic Planning & Execution
- Supply Chain Management
- Business Development
- IT Service Delivery & Operations
- P&L Management
- Vendor Management

TECHNICAL COMPETENCIES

- Multiple SDLC (i.e.Method One/Agile, XP)
- ERP/CRM/(SAP/Oracle e-apps, MSDynamics, Great Plains, Manugistics/Descartes)
- Contact Center Design, Development and Management
- Route Optimization / Warehouse Management
- VB/.Net/Java/Websphere
- Proclarity/Cognos/SQL Analytics
- Six Sigma

PROFESSIONAL EXPERIENCE

FURNITURE, INC

2005–2009

Vice President of Management Information Systems (MIS)

\$300 million, multiple-region furniture retailer with 16 showrooms and 10 warehouses located throughout West Coast and Southwest.

Recruited to lead and manage all IT resource planning, budgeting, and operational initiatives with accountability for end-to-end technology. Devised and directed IT development and expansion including new store openings with focus on IT organization design and delivery, voice and data communications, software and infrastructure life cycle management, and business process reengineering. Developed and implemented \$10 million capital and \$5 million operating budgets. Managed and mentored team of seven direct and five indirect professionals. Participated innovating both traditional and online market strategy.

Selected Achievements

- \$750,000 cash flow improvement, automating private label credit processing for two primary creditors that increased funding of fees 15%.
- Improved lead-time 50%, reduced damaged inventory 20%, and grew sales 10% through development of data warehouse dashboards for executives, store management team, and sales associates.
- 18% IT budget savings as result of outsourcing computer utility services, including implementing fully redundant MPLS network with VoIP network as well as driving down network costs 23% and total telephony costs 32%.
- Cut administrative store headcount 80% through automation of key, in-store functions.
- 90% achievement of in stock “A” assortment items after utilizing supply management system (SMS), scorecarding.
- Reduced driver overtime 46% by implementing automated tracking system.
- 85% first call resolution and 100% reduction in “on-hold” time with creation of Central Customer Service with automated call confirmation.
- Firm deep knowledge of Escalate E1 and sister products.

- Implemented sponsored search engine campaigns that increased revenue 10+%.

SOLUTIONS INC.

2005–PRESENT

Chief Executive Officer

IT consulting and services firm providing E-business strategy and solutions in retail vertical markets.

Positioned and established company, designing and implementing strategic business objectives. Planned and coordinated all aspects of internal operations including project management, service delivery, marketing, and software/lifecycle management. Supervised and coached one IT professional.

Selected Achievements

- \$324,000 generated in annual client revenue with conversion of client assets to Software as Service (SaaS) and sale of CMS to internal and external clients.
- Developed and executed client blueprint and requirements for Oracle e-business application set, serving as Project Manager.
- SME: SAP-HR/FIN/INV/WMS/SCM/BI/Retail/ABAP; Oracle e-business Retail.
- 20% staff reduction by realigning client roadmap and blueprint for SAP implementation and co-managing project execution. Included: HR FIN/WMS/INV/SCM/Retail

FURNITURE COMPANY, INC.

1984–2005

Chief Technology Director

Privately owned end retailer providing promotional to mid-price point furniture with 1,500 employees and 43 chain stores.

Formulated and implemented IT strategies, driving initiatives in telephony with \$30 million capital and operating budgets. Collaborated with sales, customer service, finance, vendors, and external clients to define system requirements and develop appropriate solutions. Managed and mentored up to 50 direct and indirect team members.

Selected Achievements

- Delivered \$8 million reduction in annual inventory, trimmed logistics costs 30%, and lowered transfer activity 40% through implementation of end-to-end supply chain with metrics from data warehouse.
- Reduced web purchase returns 59% and managed in-store returns to 5% by developing 3-D planner.
- 22% headcount reduction with successful negotiations and outsourcing of computer utility services.
- Shortened lead times five to eight days after implementing Electronic Data Interchange (EDI) for 80% of company vendors.
- Contributed 18% in expense reductions through outsourcing of computer services, leading efforts from negotiation to SLA construction and management of relationship.
- \$900,000 boost in cash flow by reducing lag time for funding of private-label sales and lowering pull on company's credit line by 48 hours.
- Implemented high volume customer contact center with 90+% first call resolution.

EDUCATION / CERTIFICATIONS

B.S. in Education and Math

PROFESSIONAL AFFILIATIONS

Project Management Institute (PMI), Member

Technology Leaders Association (TLA), Society Information Management, Member