

Business-Technology Executive/Manager

Contact Sippel Glidden at 507.269.6878

This business development specialist has over 30 years of progressive technical/professional experience including all phases of product development and manufacturing, purchasing, program/project management, quality improvement, and sales/marketing support. He has significant skills and demonstrated success in new product development, customer service and support, new business development, strategic planning, and budget forecasting/management – often applied on a global basis. He holds an Associate degree from the North Iowa Area Community College in Mason City, IA, and continued his education in Mechanical Engineering at the University of Minnesota in Minneapolis.

Our specialist is known for recruiting, motivating and managing talented professional global organizations and has an acknowledged reputation for being a consistent, decisive, goal-oriented leader. He has demonstrated ability to handle pressure situations and manage numerous projects simultaneously in highly complex, fast-paced environments. He is highly experienced in building strong relationships with customers, suppliers/vendors, and management, is creative and productive in resolving conflicts while profitably expanding business unit revenues.

Highlights of his career achievements include:

- As a **Business Unit Executive/Manager** he has had direct profit/loss and general management responsibility for numerous technology driven business units including; strategic planning and the development of business/operational plans, financial forecasting and budget administration, new business development, design and implementation of profit improvement and cost reduction programs, process improvement and the development of policies and procedures, negotiation of supplier and vendor agreements/contracts, and the development of a global technical support organization with locations in throughout Europe and Asia
- Additional responsibilities include conducting subcontractor supplier/vendor audits, capital equipment acquisition, purchasing and materials management, inventory control, and logistics, management of product design and development, patent and IP technology, prototype design, construction, and checkout, reliability and qualification testing, development of new testing technologies, and the implementation of Total Quality Management and Continuous Quality Improvement processes.
- As **Director of Test Laboratories and Technical Support**, was responsible for the world-wide consolidation of his employer's system integration test laboratories and technical support centers in U.S., Europe and Asia. Led the consolidation of multiple customer qualification test laboratories into four efficient laboratories and reduced the capital expenditures, depreciation and total budget of the combined entities.
- His organization also provided customer technical support, (warranty, RMA, email and phone technical support) for all the legacy products of the parent companies. He developed excellent working relationships with company partners in Development, Quality, Manufacturing and other primary business functions.
- As **Director of World-Wide OEM Technical Support**, he developed and implemented a global technical support organization in support of a global OEM product marketplace. His organization provided compatibility testing, customer qualification testing, customer failure analysis support, warranty support, and phone and other web-based support.
- He managed a custom bid project for a major medical technology company. He appointed and managed the project team, developed the strategic plan, negotiated contract agreements, managed all product development, manufacturing, quality, and profit/loss issues, and directed governmental regulatory compliance documentation and submission processes.
- He played a key management role in an operational/financial turnaround of a targeted business unit by developing a detailed reorganization plan, implementing new operational methods, initiating product development cost saving procedures, and new inventory/expense controls.

This resource/candidate is only available part-time, on a contract basis.

