

CATHY HUTCHINSON

STRATEGY AND OPERATIONS PROGRAM MANAGER

SUMMARY Customer-focused Sales Operations professional with a proven record of entrepreneurship, integrity, and results. Excels at translating data into actionable information. Especially skilled at solution innovation and project delivery. Collaborates with stakeholders to achieve organizational objectives. Servant-leader adept at creating positive team culture.

AREAS OF EXPERTISE	<ul style="list-style-type: none"> • Strategic Planning • Data Analysis • Customer Engagement • Project Management • Start Up Execution • Process Optimization 	OTHER SKILLS	<ul style="list-style-type: none"> • Continuous improvement driven • Enthusiastic change champion • Forward thinking • Expert communication skills • Stellar presentation skills • Committed to diversity and inclusion
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WORK HISTORY **Sales Support Manager - Blue Cross Blue Shield of MI**
2015 - present

Served as Business Lead on numerous strategic IT initiatives. Executed the startup of the New Business Sales Support department. Collaborated with Sales to ensure consistent alignment. Promoted a continuous improvement culture, leveraging technology innovation to enhance the Sales stakeholder experience.

- Reduced quoting turnaround time by 70%
- Achieved 100% on-time, on-budget project delivery for a total of \$15M in cost savings
- Recognized by executive leadership for flawless startup execution

Project Manager/Executive Director - MCWT Foundation
2014 - 2015

Led the strategic transformation of multi-faceted philanthropic organization whose mission is to inspire and grow women in technology. Streamlined operational processes and developed highly scalable programs. Implemented effective CRM technology solutions.

- Achieved 15 % membership growth, 27% increase in volunteers, and 30% corporate partner funding growth

IT Project Coordinator - Blue Care Network
2012 - 2014

Managed 3 strategic IT project plans totaling \$60M+ spend during the National Healthcare Reform compliance implementation. Automated performance reports. Streamlined staffing process to optimize resource distribution through the hiring surge.

- Eliminated ticket backlog and reduced Severity 1 tickets by 50%
- Awarded "Volunteer of the Year" for support to BCN's not-for-profit community partner, MCWT Foundation

Rail Modal Manager - Lafarge North America
2011 - 2012

Managed \$120M rail transportation budget. Partnered with Sales and production plants on cement demand. Collaborated with Field Operations and Distribution teams in contract negotiation strategies.

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- Improved rail carrier on-time performance by 10%
 - Reduced asset shortages by 20%
 - Improved on-time vendor payment by 40%

Account Manager - Schneider National (General Motors)

2000 - 2012

Managed \$140M transportation budget. Developed and executed the network optimization strategy. Leveraged relationships with carriers, suppliers, and competitors for issue resolution. Implemented the first start-up Traffic Office operation.

- Delivered start-up with 50% fewer required on-site employees than plan
- Reduced Export network lanes by 53% and covered miles by 82%
- Improved primary carrier usage by 40%
- Achieved 99.1% on-time carrier performance

EDUCATION CENTRAL MICHIGAN UNIVERSITY

- Anticipated graduation 2023
- MBA – Value Driven Organization

UNIVERSITY OF MICHIGAN - FLINT

- Graduated 1999
 - BBA – Operations Management
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