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Company and Divisional Leader

An executive focused on business process improvement, technology integration, customer satisfaction, and organizational communications effectiveness. Fits well in organizations often having a geographically dispersed workforce or clients, and in organizations having growth challenges and the need to satisfy diverse constituencies while maintaining and improving financial performance. Skills are most applicable where disciplined performance and excellent customer relationships are paramount. Strength and experience in:

- Organizations with many remote locations
- Logistics, warehousing, and distribution
- Customer service and relationship building
- E-commerce environments
- Integrating technology with business practice
- Procedural simplification and performance metrics
- Accounting management and Controls
- Product planning and international sourcing
- Process Control and WMS environments
- POS environments and data acquisition
- Training and executive development
- Company planning and project management

ACCOMPLISHMENTS

The following major accomplishments were over the most recent five-year period.

BUSINESS PROCESS IMPROVEMENT & METRICS—2004-2010

- Reduced A/R by \$750,000.
- Brought unit from below break-even to 6% ROS.
- Grew from 80 to 250 franchise units supported with minimal staff growth.
- Eliminated middlemen in the supply chain, raising gross margin to an average of 35%.
- Enforced reporting of metrics on order processing, driving daily completion rate from 65% to 99%+.

ERP SYSTEM IMPLEMENTATION—2007-2008

- Implemented SAP ERP system to replace deficient McCola accounting system.
- Implemented associated SAP business modules, including: Navigator product matrix, CitiXSys Credit card module, McKorma integrated check writing software, and warehouse management system.
- Result was huge labor efficiencies and recovery of almost \$1 million in unpaid invoices.

PRODUCTION MANAGEMENT AND BILLING INTEGRATION—2005-2008

- Eliminated manufacturing paperwork by using the integrated SAP sales order processing capability.
- Moved the file transfer process of CAD/CAM files from manual method to the LAN.
- Improvements allowed assimilation of over 300% in order volume with minimal added staffing.

WEBSITE DEVELOPMENT & INTERNET PERFORMANCE OPTIMIZATION—2008-2010

- Developed 5 major websites, multiple micro-sites, landing pages, and two ecommerce sites.
- Outsourced SEO, SEM, and shopping cart projects to optimize web presence.
- Built data integration from ERP system to the shopping cart, allowing inventory & sales data transfer.
- Implemented procedures necessary for Customer Service to service on-line and traditional sales.
- Positioned the company uniquely for both in-store and e-commerce selling.

PROFESSIONAL EXPERIENCE

Winchell Business Partners, Kennesaw, Georgia—*Management Consultant* 2002-2004 and July 2010—Present

Management consultant focused on technology, accounting, and business operations. Helps mid-market companies and non-profit organizations improve. Specializes in business process, e-commerce, customer relations, systems integration, and accounting.

Foot Solutions, Inc., Marietta, Georgia—*SVP IT and Logistics & VP Operations* 2004-July 2010

Franchisor and product fulfillment agent for Foot Solutions retail foot care centers, operating 200+ units worldwide. P&L responsibility for division and overall corporate services, including Accounting, Customer Service, IT, Purchasing, Warehousing & Distribution, Production, Product Development, and E-Commerce. Responsible for corporate planning and an \$11 million business unit budget.

PIC Energy Group, Marietta, Georgia—*SVP Corporate Services (COO)* 1999-2002

Power Industry Consultants (PIC) provides staffing services to the energy industry, offering consultants for over 2,500 projects to-date. Responsible for Information Technology, Accounting, and back-end business functions. Total corporate budget managed was approximately \$60 million.

Payless ShoeSource, Inc., Topeka, Kansas—*Group Manager Data Center & LAN Admin* 1986-1999

America's largest footwear retailer, with 4,400+ stores \$3 billion in annual sales. Responsibilities included management of mainframe data center, LAN/WAN support for over 1,500 employees in 11 offices, and a distribution center process control system shipping 200 million units annually.

NewAmerica Technologies Corporation, Omaha, Nebraska—*Owner* 1983-1986

NewAmerica Technologies was a reseller of microcomputers, software, and consulting/programming services. Provided support services for government installations and private concerns, introduced innovative software products to the new PC market, published among the first e-magazines.

Blue Cross and Blue Shield, Omaha, Nebraska 1971-1983

Career progression from Methods Analyst to various first line and middle management positions to Vice President. Responsible for several mainframe conversions and progression of the enterprise from batch to on-line processing of insurance memberships and claims.

EDUCATION

University of Nebraska: **B.A.** -Pre-Law, College of Arts & Sciences
University of Nebraska: **M.B.A.**—Business Administration

COMMUNITY SERVICE

Habitat for Humanity Chairperson of Family Selection Committee for 3 counties
Consultant to Habitat for Humanity and Brain Injury Resource Foundation
Eagle Scout and prior Adult Scouting Leader
Church Council President and head of outreach ministry
Coached Girls Fast Pitch Softball