

KERRY L. PRICE

Address: 438 Mica Court, Winston Salem, NC 27103 **Mobile:** 336-283-1243 **Email:** KLPrice63@gmail.com

JOB POSITION

Field of Preference: Operations Management - Sales and Service

QUALIFICATIONS PROFILE

Accomplished, multi-faceted, and results-driven professional, offering over ten years of experience in directing all facets of business operations, including developing and implementing sales strategies and tactics directly through a sales and service team to achieve defined goals as outlined in the annual operating plan and budget. Directly responsible for sales, margin, client feedback and customer satisfaction relative to sales and service activities. Proven track record of success in developing and executing projects while ensuring conformance with budget estimation and time-frame. Adept at conceptualizing strategies to improve work efficiencies and strengthen overall operations. Known for exceptional skills in supervising and motivating teams to deliver peak performance toward attainment of a common goal. Equipped with outstanding communication and leadership skills, combined with great work ethic and commitment to excellence.

SUMMARY OF EXPERIENCE

OPERATIONS MANAGEMENT AND PROCESS IMPROVEMENT

- Direct P&L responsibility for including annual budgeting and strategic planning.
- Led the development of key metrics and standards for improvement of performance standards for field operations.
- Oversaw all aspects of field service, equipment and supply chain operations domestically.
- Improved PM and service performance quarter over quarter resulting in greater than 99% up-time across the entire install base.
- Partnered with Business Development team for sales support, negotiating contracts, trade show presence, annual operating plan and budgeting exercises.
- Achieve customer satisfaction for products and services. Ensure all regulatory and product specific guidelines are met.

PROGRAM DEVELOPMENT AND IMPLEMENTATION

- Led the development of project coordination procedures as a new process.
- Trained key technical personnel on new process implementation for equipment projects to ensure delivery within contractual and budgetary guidelines to the ultimate satisfaction of the client.
- Directed training and education operation for new technicians.

STAFF MANAGEMENT AND EVALUATION

- Efficiently oversaw performance of 25 employees across 3 departments.
- Rendered expert supervision to all compliance teams with 100% delivery of service contract entitlements.
- Responsible for maintaining a high performing Sales and Service Team. This includes recruiting, hiring, training, developing, and terminating when necessary all sales, clinical representatives and service personnel assigned to the region by utilizing performance reviews, salary planning, and individual career development plans.
- Formed and spearheaded the Quality Control Division consisting of 10 field inspectors strategically located across key market areas.
- Planned and carried out employee performance improvement initiatives, and standardized the annual review process to streamline employee evaluation.

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WORK CHRONOLOGY AND KEY ACCOMPLISHMENTS

RS&A, Inc - Rural Hall, NC

2013 - Present

VICE PRESIDENT – OPERATIONS

2014 – PRESENT

- Play a key role in managing strategic implementation, daily operations, and business development to achieve financial and operational goals.
- Cross-functional collaboration for marketing, business development, quality and technical support.
- Responsible for new client compliance, on-boarding
- Accountable for all field, equipment, and supply chain operations.

DIRECTOR OF FIELD OPERATIONS

2013 – 2014

- Established operational standard for field personnel
- Contributed to the establishment of new, standardized pricing and contract terms and conditions.

PETNET SOLUTIONS/SIEMENS MEDICAL SOLUTIONS - KNOXVILLE, TN

2012 - 2013

LEAD ENGINEER

- Oversight of technical operations of a pharmacology radiopharmaceutical firm with 100% compliance to NRC, DOT, and FDA guidelines.

J. RESTREPO EQUIPHOS, LTDA - BOGOTA, COLOMBIA

2011 - 2012

DIRECTOR OF OPERATIONS

- Planned, developed and implemented strategy for operational management and development for all post-sale activities including project coordination, installations, service operations, logistics and applications.

VARIAN MEDICAL SYSTEMS - MARIETTA, GA

2005 - 2011

CUSTOMER SUPPORT-SERVICE MANAGER

- Daily oversight of technical personal for field operations.
- Responsibilities included but not limited to direct P&L responsibility, budgeting and strategic development; implementation of company policies, programs, and guidelines; ensuring employee productivity and growth; managing resources; knowing the company business; and maintaining functional, technical, and external market awareness necessary for managing the immediate organization.