

EXECUTIVE PROFILE

Operational leader and systems strategist with 20+ years of experience converting complex technology into reliable customer, financial, and organizational outcomes. More than a decade with Parata and BD across national accounts, central fill, high-volume automation, government systems, implementation, training, and technical consulting. Trusted to lead million-dollar installations, align matrixed teams, stabilize high-impact issues, and protect customer operations and corporate reputation. Brings the versatility and owner-level attention to cost, risk, and execution that growth-stage companies need from every hire, with the process discipline and stakeholder fluency required in a global enterprise.

LEADERSHIP VALUE

PROTECT CAPITAL & REVENUE Controls readiness, dependencies, schedule risk, go-live decisions, and recovery to preserve project economics, customer continuity, retention, and future expansion.	SCALE COMPLEX EXECUTION Turns ambiguity into clear plans, owners, milestones, decision paths, and escalation routes across sales, operations, engineering, IT, service, vendors, and customers.	BUILD ORGANIZATIONAL LEVERAGE Creates leverage through training, mentoring, standards, and repeatable operating practices; earns alignment through credibility, judgment, and ownership.
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SCALE & SCOPE

10+ YEARS PARATA / BD	\$1M+ AUTOMATION DEPLOYMENTS	NATIONAL ACCOUNTS CENTRAL FILL + HIGH VOLUME	U.S. • EUROPE • ASIA GLOBAL DELIVERY
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PROFESSIONAL EXPERIENCE

BECTON, DICKINSON AND COMPANY | PHARMACY AUTOMATION

Systems Consultant | National Accounts, Central Fill & High-Volume Solutions | 2025-Present

Mar 2016-Present

Strategic technical and operational consultant supporting customers from pre-sale discovery and solution design through implementation, optimization, executive advisory, and long-term growth planning.

- Partner with Sales, Solution Design, Engineering, Product, R&D, Customer Success, and platform teams to evaluate customer requirements and shape customized pharmacy automation solutions; influence commercial opportunities through technical discovery, workflow consultation, and solution development.
- Lead workflow assessments, site evaluations, and operational reviews; use SQL, reporting tools, dispensing data, throughput, workload distribution, inventory, utilization, and KPIs to build data-driven capacity plans, business cases, and future-state recommendations.
- Advise pharmacy executives and operational leaders on automation strategy, central-fill and production workflows, staffing, inventory balancing, equipment utilization, OEE, process risk, scalability, and capital value, translating technical constraints into clear business decisions.
- Develop customer-specific move plans, workload-balancing strategies, and optimization roadmaps that improve system utilization, throughput, operational visibility, and the long-term value of significant automation investments.
- Exercise matrix leadership across commercial, technical, operational, and customer teams throughout the customer lifecycle; establish ownership, drive decisions and escalations, coordinate performance reviews, and serve as the resident expert for complex technical and operational challenges.
- Build organizational and customer capability through executive presentations, training, knowledge transfer, and continuous-improvement reviews; selected to own readiness and onsite coordination for major industry trade-show demonstrations, protecting sales and marketing investment and brand credibility.

Earlier BD / Parata Leadership Progression | Mar 2016-2025

- Advanced through field service, government systems, implementation, training, and senior technical consulting assignments. Led \$1M+ installations and complex upgrades, coordinated matrixed teams through readiness and go-live, and supported Department of Defense pharmacy operations across the United States, Europe, Japan, and Korea under stringent cybersecurity, privacy, access-control, and mission-continuity requirements.

PRIOR TECHNICAL & OPERATIONS LEADERSHIP

NCR CORPORATION

Feb 2014-Mar 2016

Service Engineer II | Multi-State Enterprise Field Territory

- Owned service outcomes across a large multi-state territory supporting ATMs, point-of-sale and self-checkout systems, Cisco networking equipment, and high-speed production printers; independently balanced customer urgency, route planning, secure access, parts, documentation, and SLA commitments.
- Protected customer operations by coordinating remote support, escalation teams, local stakeholders, after-hours response, and corrective action until service was restored.

PEPSICO

Mar 2013-Feb 2014

Electronics Technician | Process Developer & Technical Writer

- Repaired, tested, calibrated, and refurbished coin and bill acceptance systems, returning critical components to service through disciplined diagnostics, quality control, and technical documentation.
- Supported field productivity and cost control through technical ordering, inventory accountability, parts research, preventive-maintenance procedures, and clear work instructions.

DIEBOLD INCORPORATED

Feb 2012-Mar 2013

ATM Field Service Technician | Secure Banking Environments

- Managed first-line ATM maintenance and emergency service across a multi-state territory in a position of trust involving bank keys, secure access, cash-handling equipment, credentials, and after-hours work.
- Maintained customer confidence through procedural discipline, accurate documentation, quality checks, clear communication, and timely resolution of technical and security-related issues.

EARLIER LEADERSHIP & HIGH-TRUST FOUNDATION | 2003-2012

PUBLIC SAFETY, AUTHORITY & INCIDENT RESPONSE Frederick County Sheriff's Office - Deputy Sheriff / Correctional Officer; Hagerstown Police Auxiliary - Patrol Officer. Exercised lawful authority, situational leadership, de-escalation, custody and control, incident response, report writing, teamwork, and calm judgment under pressure.

FRONTLINE MANAGEMENT & PEOPLE LEADERSHIP Blacks Outdoor - Acting Assistant Manager; Esso - Assistant Manager. Directed daily operations, supported and coached employees as individuals, resolved customer escalations, maintained cash and asset controls, and reinforced safety and SOP discipline in retail and 24-hour hazardous-environment operations.

SECURITY, RISK & CUSTOMER JUDGMENT Securitas, Best Buy, Hewett & Associates, Applegarth Nurseries, Active Outdoor & Ski, Cotswold Outdoor, and H.H. Gregg. Built a foundation in facility security, surveillance, loss prevention, investigations, consultative service, technical sales, and matching solutions to customer needs.

LEADERSHIP CAPABILITIES

Implementation & Program Leadership	Operations Strategy & Stabilization	Customer Success & Executive Advisory
Cross-Functional / Matrix Leadership	Risk, Escalation & Root-Cause Management	Training, Mentoring & Change Adoption

EDUCATION, CREDENTIALS & ADDITIONAL EVIDENCE

EDUCATION Associate of Science, Contemporary Popular Music Technology (Music Production) The Academy of Contemporary Music, Guildford, UK 2006 Coursework in Music Electronics Oxford Brookes University, Oxford, UK 2007	CREDENTIALS & TRAINING - CompTIA Security+ - Lean Six Sigma Yellow Belt - Cisco and Canon Océ technical certifications - DoD Cyber Awareness; HIPAA and Privacy Act training
INTERNATIONAL EXPERIENCE Supported operations in the United States, Europe, Japan, and Korea Dual U.S. and U.K. citizenship	
LANGUAGES English; working proficiency in French and German	
COMMUNITY LEADERSHIP & RECOGNITION Hagerstown Police Auxiliary - Auxiliary Police / Patrol Officer, 2010-2016 Auxiliary Police Officer Rookie of the Year	