

# Robert Willow

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## Project & Program Management Specialist

Marketing Management ✦ Six Sigma Green Belt ✦ Project Management Methodologies

Driven, diligent, and reliable Operations & Business Improvement Leader with extensive experience in providing comprehensive strategic and operational leadership, marketing integration has created a solid track record of surpassing standards and goals. Dedicated professional with recognition for support after implementation, knowledge of company culture and aim to drive company project plans; brought in to companies as a Manager in one area, assuming other roles over time to ensure business continuity.

### Team Member of the Year in 2012 for Future Marketing Recipient, STAR Award, 2014 – 2018 at Boeing

A natural leader; instills confidence in teams during mergers and in restructuring facilitation. Specializes in leading, motivating and mentoring high performing teams. Vast experience in developing solutions to meet aggressive schedules. Strong background in Excel, Lean, Kaizen, DMAIC, DMADV and Rapid Decision Making to meet project orchestration.

- ✦ Operational Excellence & Change Initiatives
- ✦ Business Analytics & IT Project Management
- ✦ Champion for Efficiency & Streamlining
- ✦ Scheduling/ Workflow Administration
- ✦ Planning, Scheduling & Lean Six Sigma
- ✦ Gap Analysis, Problem Solving & Risk

### Career Highlights

- ✓ Implemented a multi-department group that discussed measures to change communication and **led an organization-wide Culture Change** to bring in efficiency enhancing methods to improve operations.
- ✓ Drove research needs for Aspen Marketing to source and bring executives a Third-Party Logistics (3PL) company that could intricately handle the issue of bills of lading, mail entry with the post office, all **resulting in a reduced workload and saving on shipping costs by 30% YoY.**
- ✓ Orchestrated East/West Coast Teams as **during the merger** with the new company to streamline processes and restructuring to facilitate best practices with the new team.

### Professional Experience

#### Boeing

Feb 2013 – Jan 2016

#### Program Integrator

- ✦ Planned, and led the execution of large, long-term **projects of significant complexity, risk and breadth, specializing scheduling, cost management, scheduling and risk mitigation.**
- ✦ Planned, and directed automation processes from the ground up, on recurring tasks by developing tools in Excel to work in correlation to the various departments and businesses, resulting in the ability to track shipments, and reduced waste in workload, and increased reliability in reports.
- ✦ Orchestrated technical cross functional management on projects, within programs and in various team environments on both business and financial operations; made certain maximum efforts were applied toward delivery of optimum business results; **supplied comprehensive support in various lines of business to meet all customer objectives, specifically with military departments and foreign nationals.**

## Future Marketing

Dec 2011 – Mar 2012

Production Manager, Shipping Manager & Data Analyst

- ✦ **Gathered user work flows and requirements** for a company-wide overhaul, including SOPs, manuals, processes and procedures to improve efficiency and production.
- ✦ Collected and analyzed email blasts, accounting and order data and related shipping and postal spreadsheets / databases; **gained vast experience working with multiple carriers and the logistics to deliver the product** to clients; worked closely with vendors and created partnerships that benefited the company and the clients.
- ✦ **Spearheaded all areas of production and the processes** with teams including marketing material development; handled operations including IT support, training, and onboarding of new hires and provided issue resolution.

## Other Work Experience

### Feraway Business Solutions

July 2008 – Jan 2019

Owner

- ✦ Conducted preliminary market research, visited potential customers; acquired adequate understanding on the laws related to the business; **developed and executed business plans** and made changes depending on financial and personal goals; planned for expected and unexpected costs.
- ✦ Handled all areas of proposals including scope of work and contract agreements for clients; **managed and delivered comprehensive marketing campaigns**, built website for business and marketed on various social media platforms to boost brand awareness.

## Education, Training & Technical Skills

**Clemson University, 2011**

Major, History (pre-law); Minor, Religion

Lean Six Sigma Green & White Belt, 2014

Lockheed Leadership Development Program  
Program & Project Management Program

Microsoft Office Suite ✦ Microsoft Project ✦ Primavera (P6) ✦ Salesforce ✦ SAP