

Gail Mock

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SUMMARY

Experienced cross functional business analyst with expertise in implementing both new methodologies and systems which supported supply chain process improvements beginning with sales conception to on-time delivery of products to customers worldwide. Conducted hands-on and computer based training with internal and external customers working closely with the IT department to troubleshoot key user issues.

EXPERIENCE

ALCATEL-LUCENT, Greensboro, North Carolina

1986 – 2009

Materials Forecast Analyst, North America Region: (2008 – 2009)

Developed the annual Optics materials forecast for the AT&T Customer Team, insuring alignment of both the orders and revenue forecasts of approximately \$280M

- Collected data and prepared detailed analyses of historical trends, existing opportunities, current orders, forecast consumption, inventory levels, and new projects to forecast both normal business and quarterly bulk orders of approximately \$5-10M each.
- Studied forecast data and provided root cause analysis, identifying areas of weaknesses and documenting action plans to improve forecast accuracy, a key performance indicator.
- Prepared reports for and conducted monthly forecast reviews with the Customer Team, Materials Management, Product Management, Finance, and the Delivery Team to gain consensus on the materials forecast, clarifying risks and upsopes, ultimately supporting the revenue forecast utilized by senior management.
- Developed complex models within the i2Demand Manager system which automatically exploded down to component level detail based on customer price quotations.

Sales Forecast Process Planning Manager, Supply Chain: (2004 – 2008)

Developed, defined, and documented improvements to the materials forecast process and systems.

- Provided subject matter expert support for the reservations, materials forecast and demand planning systems, including training, process/methodological guidance, and hands-on mentoring to hundreds of individuals including forecasters, supply chain planners, and order managers.
- Managed the conversion to a new order detail interface which allowed daily demand updates, eliminated manual adjustments, improved order detail accuracy by 15%, automated forecast item maintenance, and utilized complicated demand tracking logic.
- Reviewed all metrics to continuously identify weaknesses in process design and user performance obtaining 90% process compliance.
- Documented the materials forecast process per TL9000 and other business requirements, and insured that all forecasters had access via an on-line database for audits and other process compliance issues including Sarbanes Oxley rules.
- Conducted monthly user forums including demonstrations of the Unique Item Forecast and Funnel Change tools, presentations on lessons learned from other forecasters, lectures from external experts regarding supply chain operations, reports on forecast accuracy results, and other topics related to forecasting best practices.

Sales Automation Planning Manager, Global Sales Operations: (2003 – 2004)

Achieved cross-process integration of Lucent Sales Forecasting processes (revenue and units) into a worldwide common process using a standard set of methodologies.

- Collaborated with IT in the development of Siebel Release 4.2 linking sales opportunities to unit forecast
- Converted 3 integrated systems to a new Lucent financial customer code structure requiring detailed understanding of system requirements, impacts to downstream systems, extensive system testing, and communication to 1700 system users, while at the same time insuring no system outages.
- Documented system training via automated (OnDemand) tool for 10 forecast modules

PROFESSIONAL EXPERIENCE (cont'd)**Unit Forecasting and Process Support Manager:** (1989 – 2003)

Led in the development, deployment and support of the Customer Demand Planning Process for Lucent Technologies; merging sales force knowledge of customer demand with supply chain planning processes.

- Managed the quarterly Volume Forecast process by facilitating demand agreement calls between sales and the supply chain, analyzing and preparing forecast accuracy reports for executive review, implementing and administering forecast accuracy recognition program, and evaluating Process Quality Improvement team feedback to continuously improve process.
- Redesigned quarterly forecast process to real-time, web-based process/system which supported project level forecast capabilities, on-line Demand Agreement Meeting functionality, order level visibility and statistical forecasting resources, involving development of IT requirements, User Acceptance Testing, software deployment, and administrative support and training to over 1400 cross-process employees.

Financial Product Manager, Lisle, Illinois (1987 – 1989)

Analyzed market trends and actual performance to develop quarterly updates to the Wireless and 5ESS Switch five year sales and unit forecasts.

Product Planner, Winston-Salem, NC (1987)

Collaborated with Product Marketing and Management groups and Material Planning to provide monthly financial results and sales forecast information for the SLC 96 annual business plan.

Accounting Associate (1986)

Mechanized the allocation of factory variation and investment by product while also developing short and long range factory forecasts.

EDUCATION**University of North Carolina – Greensboro, NC**

B.S. Business Administration

Concentration: Accounting, Magna Cum Laude

OTHER ACHIEVEMENTS

- **Certified Public Accountant, North Carolina** (currently inactive)
- **Certified Sales Forecasting Manager via the Sales Forecasting Management Institute**
- **APEX (AT&T Professional Exchange) Award** - Awarded for development of mechanized product line forecasting tool
- **Co-Author:** “The Volume Forecasting Process: Linking Customers with Factories”
The Journal of Business Forecasting, Spring 1992