

# Steven E. Williamson

2904 Beckworth Court ■ Jamestown, NC 27282 ■ (336) 294-8771 ■ email: stevewilliamson@bellsouth.net

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## *Profile*

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Results-oriented and customer-focused leader with successful background in establishing and deepening account relationships, achieving and exceeding service-level objectives, elevating productivity, and improving profitability. Background in corporate, manufacturing, distribution, and call center environments. Proficiency in ERP/MRP systems-SAP and J.D. Edwards; Lotus Notes; and Microsoft Office. Inactive Secret Clearance

### *Expertise includes:*

- Project Management
- Operations Planning
- Distribution Management
- Staff Development
- Process Improvement
- Customer/Team Communications

## *Professional Experience*

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**THE TIMKEN COMPANY**, Randleman, NC, June 2007-March 2009

**Production Planning and Scheduling:** Devised production schedules for manufacturer of custom industrial bearings, producing \$300K+ per day for accounts such as John Deere, Komatsu, and Caterpillar. Developed, updated, and drove execution of schedules with routings through all operational and assembly processes. Analyzed SAP system forecasts, and determined inventory needs for raw materials and components. Conducted checks of material/component availability based on planned orders, lead times, and firm orders. Verified availability of raw materials, released orders for production, and scheduled components for product assembly.

- Contributed to conversion of master scheduling and production planning function to SAP system.
- Created instructional guide on methods of adding processes for new routings to assure proper planning and completion of operations.
- Reduced inventory levels and lead times by accelerating receipt of parts through distribution and improving parts availability for production.
- Eliminated paper waste by initiating and overseeing process improvement project.
- Conceptualized plan to reduce purchase of excess components due to vendors' minimum quantity requirements with projected savings of \$10,000 annually; achieved \$5,000 per quarter savings to date.

**BANK OF AMERICA**, Greensboro, NC, September 2003-June 2007

**Team Manager-Customer Service** (October 2006-June 2007): Managed research activities to support entire line of credit business and 60% of mortgage business. Supervised 15 associates accountable for conducting research; identifying and correcting missing/misapplied funds; and fulfilling requests for loan records and payment histories. Organized workload of requests received via electronic methods, assuring proper distribution to staff members and achieving 48-hour turnaround of responses.

- Improved quality scores from corporate standard of 92% to 96-97% by coaching individual associates on quality measures and emphasizing completion of all processes including making account adjustments.
- Expanded accountability for back-office support that enabled Buffalo, NY facility to reduce backlog; surpassed service-level goals while managing volume increase and supervising additional 55 associates.
- Led design and deployment of database to track root causes of problems relating to payment application.
- Uncovered opportunities for process improvements by tracking issues and analyzing internal problems that resulted in customer rewards to compensate for bank errors.

**Customer Service Representative** (September 2003-October 2006): Delivered mortgage account-related services to internal/external customers. Responded to inquiries from branch associates, Premier Relationship Group associates, and Private Bank clients representing relationships ranging from \$250,000 to \$10+ million. Investigated and advised on issues that included payments, loan set-up, escrow, loan assumptions, refinances, and payoffs. Resolved escalated issues and partnered with colleagues to research issues.

- Consistently exceeded departmental goals for policy adherence, quality, and production.
- Provided on-the-job training for three new hire classes that included assisting with complex calls, advising on bank resources, and offering coaching and developmental feedback.

**PETREE & STOUT ASSOCIATES**, High Point, NC, May 2000-September 2003

**Consultant:** Conducted quality checks, maintained materials/finished goods documentation, and collaborated on with principals on specifying functionality of website for textile machinery sales and service company.

**STOCKHAUSEN INC.**, Greensboro, NC, December 2000-March 2002

**Inventory Control Analyst** (Contract Assignment): Facilitated disposition of off-specification inventories of absorbent polymers, reviewing SAP system files, identifying industries with polymer applications, and advising sales/buyers regarding availability of inventory meeting their requirements.

- Successfully managed disposition of 8 million pounds of finished goods inventories.

**CHESAPEAKE DISPLAY & PACKAGING**, Winston-Salem, NC, 1998-2000

**Inventory Control Supervisor** (1999-2000): Supervised inventory control and related administrative duties for manufacturer of custom point-of-purchase displays. Directed 10-12 Inventory Control Specialists in four states. Managed inventory valued at \$20 million.

- Improved inventory accuracy through cycle counting and reporting, feedback to other departments, continuous process improvements, and ongoing training.
- Led successful project to reduce aged inventory by 10%, exceeding company goal of 5%.

**Inventory Control Specialist** - Contract Assignment (1998-1999): Contributed to implementation of J.D. Edwards ERP system. Ensured proper component classification and assignment of costs. Consulted with customer service, logistics, and product development, integrating processes from order entry through materials requirements planning (MRP) to customer invoicing.

- Initiated, designed, and directed development and implementation of inventory allocation and control system to streamline MRP process for company's top five accounts, Hershey, Gillette, Procter & Gamble, Mennen, and Sara Lee Corp. Project results included reduction in inventory levels and cost of sales.

#### **PRIOR-HIGHLIGHTS**

- **Customer Service Representative/Team Leader, AMERICAN EXPRESS**, Greensboro, NC, 1989-1998: Scheduled, cross-trained, and supervised 60 people in marketing services. Trained 70 representatives at Jacksonville, Florida center. Implemented satisfaction survey/retention project targeting 2-8 million customers through direct mail and follow-up telephone surveys.
- **Warehouse Supervisor, CULP, INC.**, High Point, NC, 1988-1989; 1979-1984: Supervised material handlers in processing 200,000+ yards of fabric/week. Previously served as Customer Service Representative, processing and expediting orders for customers nationwide; and Telemarketing Sales Representative, increasing sales of Value Fabrics Division from \$25,000 to \$150,000 within 5 months.
- **Sales Representative/Warehouse Manager, U.P.S. TEXTILES**, High Point, NC, 1985-1988: Opened new 5-state territory, increasing sales and profits by 60% in one year. Instituted shipping, receiving, and tracking procedures for start-up; managed accountability for \$1 million in inventory.

#### **Education**

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- **Bachelor of Science in Business and Accounting, HIGH POINT UNIVERSITY**, 1991
- APICS Training (Systems and Technologies; Basics of Supply Chain Inventory Management).

#### **Military**

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**NORTH CAROLINA NATIONAL GUARD**, 1979-1985 (Honorable Discharge)

#### **Community Activities**

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- Participant: Community Corporate Cup, American Express; March of Dimes TeamWalk, 3 years; MS Tour to Tanglewood, 15 years.
- Volunteer: Board member, Jamestown Golf Association, 3 years; Firefighter, Guil-Rand Fire Department, 3 years; Assistant Wrestling Coach, Trinity High School, 3 years.