**John Zagata**

Grand Blanc, MI \ Bonnieville, KY – Open to Travel, Remote, Hybrid & On-site

[(810) 428-9665](sms:8104289665) | [zagatajohn@icloud.com](mailto:zagatajohn@icloud.com) | [linkedin.com/in/JohnZagataBusinessInterpreter](https://www.linkedin.com/in/johnzagatabusinessinterpreter/) | [**JohnZagata.com**](https://johnzagata.com/)

**General project manager**

Master’s degree, double Bachelor of Science. Multiple winning senior supply chain manager and business process transformation leader with more than twenty years of demonstrated growth and success that consistently converted organizational intent to tangible, measurable results for industry leader General Motors. Positive transition to business consultant resulting in winning scenarios at Lesco, including exceeding Ford and SK operational and construction goals.

Proven results in engineering effective solutions to procedural and technical challenges and generating a lasting impact on business growth and success. Committed to pushing boundaries with strategic, creative solutions to drive performance and the effectiveness of Global 2,000 and Fortune 500 companies. Known for delivering substantial cost savings, process transformation, and data-driven improvements in business operations with supplier and customer.

A thought leader in decision analytics and complex problem solving for operational systems and processes, focusing on providing exceptional customer service. Outstanding record leading teams and bridging the gap between generalists and specialists. An enthusiastic person/team leader with an enduring desire to change how people interact with transportation, energy, and the environment. Authentic, dependable and able to get things completed across all levels of the organization. Accomplished business process and people bridge-builder. Proudly, described as genuine.

**A collaborative Operations / Business Consultant leader who adds value by**:

* Instituting extensive changes to implement new warehousing and warranty processes through third-party vendors resulting in cost savings of 40% and improving operational efficiency by 50%.
* Engineering comprehensive business strategies and implementing service workstreams using teams capable of scaling at a 33% annual rate, increasing customer satisfaction and retention rates.
* Significantly impacting the environmental, social, and governance behaviors of suppliers and carriers by conducting educational webinars and providing personal contact resulting in 2x the enrolled suppliers to over 1000 and improving transparency with lasting impact on ability to protect production from outside/oversized constraints.

**Career Highlights**

Decisive career spending multiple disciplines while leading through attracting effective teams with the ability to generate cost savings and consistent business processes in ESG, Supply Chain, Production, Procurement, Inventory/Warehousing, Distribution, Transportation, Strategy, Sales, and Construction. Achieving internal teams’ and suppliers’ business goals through consulting and coaching as the hallmark for strategic planning, cost management, and standardized metrics action. Completed implementation of numerous sundry projects in nine countries leading to 100% successful launch.

* Created and launched a program reporting process to manage distribution. Metrics include program management milestones, customer reporting requirements, and accurate quoting for all new business. Process legacy by my namesake and implemented companywide leading to 17% growth in RONA.

# Professional Experience | Key Achievements

**Lesco Design and Manufacturing, General Project Manager – Glendale, KY January 2024 | Present**

Logistics consultant responsible for all construction material delivery to Ford BlueOval SK (BOSK) KY1. Liaison to ABEL Construction for Maersk interaction responsible for scheduling over 9,000 shipping containers in seven months. Trusted with completion of numerous efficiency projects ranging from engineering data management, headcount rationalization, workstream visualization, and company relations. Worked with Ford ProTab process to ensure construction readiness at all pinch points. Daily communication with Korean based counterparts to ensure critical path constants were reduced by 6%. Set president for Ford MP&L team while working with SK Production team with pre-production processes dealing with hazardous and dangerous good. Utilized sound project management end of lifecycle techniques to capture all lessons learned. Oversaw equipment install with an increased weekend effectiveness of 27%.

* Implemented lessons learned process through developing and refining yard activities to near 100% efficiency on daily deliveries to building through, one example, increasing container availability for next day delivery. This reduced turnaround time by 72 hours; increased administrative efficiency by 75% and 45% increase in throughput.
* Consulted superintendents on throughput which saved three days of weekly effort, the saved effort was focused on ensuring timing of project with an increase of 85% visibility to manpower needs.

**General Motors, Senior Business Operations Manager – Warren, MI February 2023 | December 2023**

Exciting Vehicle-to-Grid (V2X) launch activities for distribution, service, and customer experience. Made for me role, bringing together my diverse transferable skills in new ways. Spearheaded initiatives to provide exceptional customer service and enhance warehousing and service operations, including developing the service workstream. Led discovery negotiations for warehousing terms with third-party vendors with improved operational and distribution efficiency of 35%. Improved market visibility and profitability by directing the business strategy for go-to-market operations for domestic residential at 11%. Served as a mentor and leader for cross-functional teams focusing on leadership and teamwork capabilities allowing for 50% reduction in implementation.

* Instituted extensive changes to implement new warehousing and warranty processes through a third-party vendor resulting in cost savings of 40% and improving operational efficiency by 50%.
* Engineered a comprehensive business strategy and implemented a service workstream using a team of 18 capable of scaling at a 33% annual rate, increasing customer satisfaction and retention rates.

General Motors, Sustainability Manager – Warren, MI November 2021 | February 2023

Noble business to ensure suppliers, carriers, and buyers were properly engaged in ESG, including social and ethical behaviors. Carbon and Greenhouse gas accounting using EcoVadis and CDP. Strategically guided the sharing of sensitive, intellectual property metric data to improve social responsibility in the Global Purchasing and Supply Chain arena to 90% complete for Central Resiliency. Led sustainability and spending initiatives focusing on enrolling suppliers and increasing social responsiveness at over 96%. Managed over 3,000 suppliers’ data set analysis, strategy improvement, and program management allowing for production worldwide. Responsible for customer engagement regarding collaborative accountability, educational initiatives, and regional outreach adding multiple touchpoints annually with 11% decrease in open questions and besting 68% signing the ESG Partnership Pledge.

* Significantly impacted suppliers' and carriers' environmental, social, and governance behaviors by conducting webinars and providing personal contact, doubling the enrolled suppliers to over 1000, and improving transparency with suppliers.
* Led a team to enhance compliance with social and environmental impact modeled after the UNEP correcting 22 accounts and saving $11B in spending.

General Motors, Supply Chain Project Manager – Warren, MI February 2021 | November 2021

Protected production schedule through Protection of Supply initiatives, while modernizing business rules. Impressive streamlining of business processes to modern standards through improved planning and efficiencies of saving 9 days during cycle implementation. Demonstrated expertise in understanding and assessing complex supply chain issues and leading cross-functional teams to successfully resolve issues like MGO to WebUI user stories to reduce interactive screens by 69%. Displayed strong leadership abilities and cross-functional capabilities creating content for the Future of Supply Chain team using agile and scrum methodologies in a high change management environment.

* Demonstrated expertise in understanding and assessing complex supply chain issues and leading cross-functional teams to successfully resolve issues, resulting in minimizing impacts to vehicle production and achieving impressive cost savings of 40 seconds per transaction through requirements gathering, requirements analysis, and user acceptance testing.
* Reduced screens by 33% using Agile and Scrum methodologies to transform roles and implement process-driven solutions for future sundry tasks- revealing solutions and the software development life cycle.

General Motors, Materials Control Manager – Flint, MI August 2016 | February 2021

Promoted to lead and train UAW members and salaried employees for a team of 65. Implemented efficient inventory controls, risk management, and material delivery. Defined milestones and success criteria through metrics and in close collaboration with multiple departments to drive overall success. Researched best prices, monitored inventory levels, distributed supplies, and negotiated contracts. Recommended solutions to existing processes to reduce waste and increase quantity. Protected production through foresight and strategic thinking to reduce risk from supply chain.

* Managed a department of 55 to 99.9% uptime by implementing continuous improvement behaviors.
* Protected K2xx truck Build Out, demonstrating foresight and strategic thinking while enabling a full day pull ahead strategy for production planning and strategic sourcing through supply chain optimization.

General Motors, Distribution Operations Manager – Grand Blanc, MI June 2007 | August 2016

Successfully managed an almost $1MM budget using predictive analytics and created strategies to improve customer retention and relationship satisfaction; increasing 16 customers. Provided expert brand placement creation, management, development, and marketing to increase sales by 4.6%. Streamlined sales processes and improved forecasting and accuracy, reducing all-time buys by 12%. Served as SME for comprehensive enterprise business processes using problem-solving and change management skills for example onboarding 10,000 SKUs. Improved effective product support solutions to meet ambiguous metrics through one number. Simplified business processes by in-depth analysis of business development partners while improving distribution and saving 10 hours per week.

* Enabled the company to sell during SAP downtime at $100MM per event by bridging the gap between a legacy data system and a new system.
* Remotely led a team of 25 in four countries through training and sharing business learnings, reducing training by 50% and improving efficiency.

General Motors, Field Sales Manager – CA, TX, AR December 2003 | June 2007

Counseled accounts for sustainable business practices to increase revenue and reduce fixed cost. Increased key account management revenue. Conducted warranty audits, saving on average 3%. Secured direct account participation in all national programs. Increased customer pay part sales by motivating vehicle and accessories teams by no less than 35% annually. Increased dealership profitability while increasing company revenue for fixed operations by 4 vehicles a day. Achieved Sales Master Award every time eligible and was National leader three times.

* Counseled accounts on proper electronic ordering procedure and increased key account management revenue by $2MM.
* Transitioned all accounts to Enterprise Resource Planning with Warehouse Management System. Achieved 68% increase in customer service management efficiency by using an electronic warehouse platform.

General Motors, Product Strategy Planning Manager – Grand Blanc, MI October 2000 | December 2003

Managed, supported, and mentored a new business development team and associated sales plans supporting a standard of 16% growth. Developed, analyzed, and presented business cases to stakeholders and customers with attention to business needs and action plans. Defined business strategy to attract customers and updated and executed account plans. Strategic thinking and leadership providing insight to sales and developing business process to maintain growth.

* Incorporated a new CRM tool into a new business analysis model to streamline processes and save four hours of administrative activity.
* Created a matrix utilizing account-based marketing metrics establishing weekly communication with executives resulting in $1.33MM in sales within the first day and an overall 7% increase in sales.

General Motors, Earlier Experience May 1994 | October 2000

**Project Manager**: Implemented innovative strategies such as an interactive catalog and buyers’ guild. Developed an auditable monthly incentive tally sheet process improvement.

**Manufacturing Supervisor**: Demonstrated strong problem-solving abilities while successfully reconciling issues with warehousing, shipping, and utilizing. Developed effective management skills while overseeing warehouse personnel.

# Education

**Master of Public Administration (MPA) |** Environmental Science | University of Michigan - Rackham Graduate

**Bachelor of Science (BS) |** Environmental Studies | Western Michigan University

**Bachelor of Science (BS) |** International Comparative Political Science | Western Michigan University

# Michigan Limited Liability Company

**GottaZagata, llc |** General Business Consulting EIN: 99-1618581

# Core Competencies

**Professional & Leadership Skills:** Administration | Change Management | Corporate Social Responsibility | Client Relations | Global Logistics | Growth Strategies | Labor Relations | Transportation | Problem Resolution | Quality | Scrum | Negotiations | Operational Efficiency | Front and Back Office | Mentoring | Turnarounds | Cost Optimization | Energy Storage | Technical Specifications | Emerging Technologies | Operations | Sales | Reorganization | Agile | Finance