

DAVID F. HARTMAN

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CAREER HIGHLIGHTS

Strategic Planning · Quality, Productivity Optimization, and Compliance · Team Building & Cultural Evolution

Self-motivated leader with extensive high-tech, multinational operational experience. Proven skills in strategic optimization of people, processes, and business best practices. Passion for growing, motivating, and leading global fast-paced talented teams, including remote domestic and international employees. Strong background in delivering timely, relevant, and effective results, focusing on customer and compliant business excellence. Outstanding work ethic. Demonstrated ability to build long-term, positive, and professional relationships. Driven by continued challenges and learning opportunities.

PROFESSIONAL HISTORY

December 2015 to Present - DOGMA CONSULTING, LLC - CEO · Reno, NV

Providing customized solutions that enable small and mid-cap businesses to grow, operate more efficiently and maximize profits to succeed in today's competitive marketplace. This is accomplished by providing interim management and operational execution services in the following key areas of delivery:

- Organizational & Strategy Operations
- Analytics Management
- Transformation & Implementation Management
- Project Management Framework & Staffing
- Vendor Sourcing & Management Services

1991 to October, 2015 - MICROSOFT CORPORATION:

2011 – October, 2015: Senior Group Manager, Commercial Program Operations · Microsoft, Reno, NV

- Developed and managed a cross regional team of program managers responsible for Microsoft's \$30+ billion-dollar portfolio of enterprise programs to include end to end delivery of software, services and cloud based licensing offerings.
- Drove operational excellence through regional budgetary responsibility in accordance with key fiscal year P&L deliverables to include COG reductions, efficacy targets and team budgets; realizing >\$1.5 million in efficacy.
- Led capacity planning & execution for over 50K transactions per year and revenue left on table of less than 0.5% of total revenue processed.
- Managed worldwide strategic programs and strategic relationships that encompassed both new and in-market enterprise optimization initiatives to include global system launches, and implementation. This encompassed project prioritization and resource allocation therein.
- Assessed and drove the business model design for over 30 new licensing programs that required new operations capabilities to include online sales, distribution, and new billing models, in order to meet or exceed customer expectations in the areas of cost, service, and accuracy therein.
- Architect for a global team reorganization designed to better align and focus on future state business imperatives; delivering excellence in operational execution and innovation through efficacy and efficiency opportunities.
- Provided leadership for on-site and remote employees, enabling each individual to not only feel a core part of the team, but also rewarded and empowered to bring value to the business from anywhere.
- Directly responsible for the leadership/mentoring/coaching of a diverse global team of talented individuals throughout extensive year-over-year growth, without incremental headcount.

2007 – 2011: Senior Fulfillment Manager, Commercial Operations · Microsoft, Reno, NV

- Analyzed and determined the strategic direction for all transportation carrier relationships in commercial operations to include planning and implementation activity oversight. Transportation spend was reduced \$1+ million dollars.
- Conducted SWOT analysis and benchmark research to validate strategic RFP direction and defined areas of additional opportunities throughout the candidate selections and contract negotiation process.
- Lead project manager in Americas Operation Center for the Global Supply Chain Architecture (GSCA) redesign project by driving strategic priorities to multiple activities while developing efficient work plans that spanned multiple business streams within commercial operations.

- Designed and implemented business onboarding functions to include impact assessments, process design, and cost-benefit analysis; effort resulted in improved ability to design and deliver cost effective, quality solutions on schedule.
- Provided strategies and insight into the development of the appropriate business systems needed to support direct freight carrier payment; encompassing the development of key KPI's.
- Conducted compliance auditing reviews to promote continuous improvement and ensured negotiated deliverables are met and/or exceeded.

2004 – 2007: Senior Project & Fulfillment Manager, Microsoft Dynamics · Microsoft, Reno, NV

- Championed and led change initiatives; identified approaches for implementing strategic processes in an organizationally relevant way and ensure broad adoption of new processes and tools.
- Managed day-to-day run business with a customer focus ensuring KPIs, SLAs and CPE targets are achieved or exceeded. Program satisfaction scores increased 43%.
- Developed and executed an integrated and detailed transition, communication, training, organization and business readiness strategy that ensured impacted stakeholders are prepared for the changes to processes, policies and systems.
- Optimized processes and resources through flawless execution of project management, business intelligence & analytics, quality management, user acceptance testing, readiness, and the customer/partner experience.
- Responsible for corporate compliance adherence, risk mitigation, and ongoing operational ROI analysis.
- Led governance and compliance framework including aspects of risk assessments, controls, and business continuity planning.
- Created and maintained the primary SharePoint site to house project plans, BRDs, functional specifications, training materials, and presentation materials.

1997 – 2004: International Supply Chain Manager, OEM Operations · Microsoft, Reno, NV

- Managed all aspects of supply chain relationships to include worldwide mission-critical processes between Microsoft's Authorized Replicators (ARs), sub-contractors, and the greater OEM customer base to enable strategic utilization of regional manufacturing and distribution models.
- Responsible for overall infrastructure support for OEM customers via sales/marketing coordination and global channel management, encompassing site onboarding, product flow, new product launches, specialized regional programs, and localized product availability.
- Led regionalization efforts to transition a centralized supply chain to a regionalized model; interfacing with leadership teams in executing on best-in-class supply chain opportunities.
- Directly accountable for scope & objectives, demand planning BOM creation, supply planning, new channel offerings, upgrade campaigns, billing and invoicing compliance.
- Authored policy & procedure directives and ensured compliance via regular business reviews, proactive mitigation, related corrective actions, and the management of scorecard metrics.
- Certified multiple OEM 3PI sites while simultaneously decommissioning replication sites that were noncompliant and/or as supply strategies shifted; ensuring intellectual property was secure and accounted for.
- Led the design, development, manufacturing, and implementation of the next generation of leading edge anti-piracy efforts to include holographic media, and digital authentication initiatives.

PROJECTS | AWARDS | AFFILIATIONS

- Founding Board Member: Conscious Capitalism | Northern Nevada Chapter
 - Founder: Nucleus – A Strategic Consortium | Reno, NV
 - Board Member: Tour de Nez Outreach
 - President, Audi Reno-Tahoe Cycling Team, Reno, NV
 - Mentor: Summit Venture Mentoring Service (VMS) for entrepreneurs and new ventures
 - Coach: Council of Supply Chain Management Professionals (CSCMP) – University of Nevada Reno Global Challenge
 - Guest Speaker: University of Nevada Reno College of Business – Recurring
 - Microsoft's Open and Respectful Award
 - Microsoft's Outstanding Mentor Award
 - 2 Gold Star awards in Executive Project Management (Microsoft)
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EDUCATION

SAN DIEGO STATE UNIVERSITY: B.A. in International Communications, San Diego, CA