Personal details

example@cvmaker.com
(717) 200 3400

Harrisburg
Pennsylvania, PA, 17025

Skills

- Manufacturing Business Operations
- Business Leadership
- Strong Organizational & Analytical Skills
- Strategic Planning
- Budget Administration
- P & L Accountability
- Revenue Projections
- Risk Analysis & Mitigation
- Multi-site Global Operations
- Compliance & Regulation
- Key Performance Indicators (KPIs)
- Operational Improvements
- Best Practices
- Standardization & Systems
- Service & Complaint Resolution
- Staffing & Scheduling
- Performance Coaching & Mentoring
- Succession Planning

Achievements

Increased sales in the Middle East region by 137% over the past 10 years after a slump in consumer sales in 2011. Successfully identified core reasons behind the drop in sales by conducting vigorous customer satisfaction surveys. After corrective action to packaging and ingredients, sales began to rise steadily and continue to do so.

Played a crucial role in Hershey's expansion in Asia and was directly involved in the scoping, analysis and selection of Johor, Malaysia, as the site for a new confectionery plant. To date, it is the company's largest investment in Asia at the cost of $250 million.

Implemented a worldwide employee loyalty and rewards program in 2017 that paid out over $20 million in rewards so far, reduced employee churn by 15%, and reduced hiring costs by $157 million.

Larkin Saxe

— Chief Operating Officer

Determined, dedicated senior-level operations executive and right hand to the CEO. Overseeing all operations and executing organization's long-term goals. Proven record of achievement in turnaround and change circumstances. Creating winning teams and leading businesses to ongoing success. Customizing products and services to meet expectations of diverse global consumers. Managing branches worldwide by developing standardized, scalable business models, employee training, leadership programs and operational protocols. Well-established reputation for taking underperforming teams, branches and regions to top-level brand ambassadors and revenue creators. History of appointing, mentoring and training talented high-integrity leaders with strong work ethics to positively impact bottom line operations, sales and service.

Work Experience

Chief Operating Officer

Jan 2005 - Present

The Hershey Company - Pennsylvania, PA

Hershey's is a well-known chocolate manufacturer with global distribution centres across 70 countries and annual revenue of $8.971 B in 2021. I was appointed as COO in 2014 after serving in various senior management and executive roles within the company.

- Working closely with CEO in all matters of business
- Motivating and leading high-performance management teams and attracting, recruiting, and retaining members of the executive team
- Providing mentoring as a cornerstone to the management career development program
- Ensuring consistent flow of communication locally and across global regions
- Monitoring daily operations with specific focus on KPIs to drive performance and profits
- Reviewing pressure points, bottlenecks and areas of underperformance with role players and stakeholders to understand and find viable solutions
- Developing and implementing strategies and initiatives to enhance growth and efficiency
- Identifying best practices and improving internal systems considering future needs and budget realities
- Ensuring operating objectives and performance standards are understood and owned by management and employee
- Participating in annual budget preparation and responsible for capital planning and expenditures
- Working closely with EXCO and senior management teams to set performance goals
- Collaborating with global sales and marketing teams to ensure workflows, dashboards and reporting structures are correctly utilized
- Driving operational improvement by direct engagement in activities and initiatives
- Routinely evaluating capabilities, infrastructure and company practices for development
- Ensuring operations worldwide provide quality service, accomplish goals and are profitable
- Preparing and presenting reports on various matters to CEO and EXCO
- Supporting future integration of companies acquired or merged
- Compliance and risk management
- Promoting company culture and values

Education

Master of Business Administration

2008 - 2010

University of Pennsylvania - Philadelphia

Bachelor of Economic Science

2000 - 2004

University of Pennsylvania - Philadelphia