**CRAIG SNYDER**

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**PROFESSIONAL EXPERIENCE**

**Hy Cite Enterprises (Madison, WI)**

*Business Transformation Consultant (Contract) | 12/2021 – 04/2024*

* Recruited to spearhead the 5-year RoyalOne Program based on proven track record of business transformation, leading the implementation of external Order Management and Loan Management SaaS solutions across the US
* Reports directly to the CEO and ELT to align all long-term competitive strategy goals with the sales, customer satisfaction, and scaling objectives of a segment-specific direct sales company offering customer financing aimed at driving growth
* Streamlines and guides 50 total employees and additional auxiliary personnel dispersed across internal development and QA teams, two external Agile groups, and multiple middleware vendors
* Modernized in-house legacy systems in place for over 20 years, delivering transformations for all internal and external users while owning Business Intelligence, Technical Support, and Customer Support team goals
* Leveraged strong communication and interpersonal skills to lead change management needed to to digitize paper-based ordering and accelerate order entry into ERP systems
* Improved customer financing approval timelines from over 4 days to under 15 hours on average, aligning strategy and operational tactics
* Strategized timelines and processes for subsequent program expansion into Central and South America
* Championed business and technical process improvements to prevent distributor fraud and mitigate company impacts.
  + Researched and valuated distributor data to determine root cause and strategize remediations for fraudulent activity of <$20M.
  + Launched a recurring payments module to resolve nonpayment issues.

**Charter Manufacturing (Milwaukee, WI)**

*Senior Project Management Consultant (Contract) | 11/2020 – 12/2021*

* Directed up to 10 concurrent high-velocity upgrade and improvement projects within the Charter Steel and Charter Dura-bar subsidiaries, achieving on-time delivery for all projects. Reported to the company CIO.
* Installed Agile methodology to execute Oracle CPQ, customer portals, and website migrations.
  + Standardized long-term decision-making and prioritization based on functional capabilities, increasing business ability to influence technical strategy and align with corporate strategy
  + Used personalized communication skills to coached teams and product owners through discovery phases to define requirements, review solutions, and align operations with larger organizational goals and best practices.
* Integrated and enhanced enterprise self-service functionality for HRSM and ITSM processes.
  + Eliminated manual calls to open HR availability and lower headcounts by opening basic self-service functionality for 401k, W2, and paystub viewing and modifications.
  + Streamlined IT-business communication by installing a new ticketing process.

**REV Group, Inc. (Brookfield, WI)**

*Senior Project Management Consultant (Contract) | 01/2020 – 09/2020*

* Conducted cross-functional interviews to bridge gaps between business and technical teams. Removed siloed operations and issues through technology-agnostic communication, improved collaboration, and increased project visibility.
* Conducted requirements gathering and analysis, resource allocation, budgeting, and continuous process improvements in collaboration with senior leaders.
* Orchestrated timeline-based IT Infrastructure project executions under budget, including major network and domain migrations following 5 site acquisitions. Migrated over 800 users and ~4,000 devices via a separate onsite LAN.
* Implemented a large-scale technical transfer with over 50 applications and databases to a new Azure-based environment.

**Briggs & Stratton (Milwaukee, WI)**

*Senior Project Management Consultant (Contract) | 01/2016 – 12/2019*

* Supported the multi-year Program Granite (~500 employees) global process standardization and simplification initiative, facilitating SAP S/4 HANA ERP ground-up installation.
* Owned strategic planning, execution, performance, resourcing, and budgets to migrate legacy ERP applications.
* Headed 10 concurrent projects as a cross-functional leader to support multiple business units.
* Improved LMS user experience and adoption by integrating a SaaS system for 5,000 global employees. Automated manual program tracking to raise managerial visibility and facilitate continuous professional development.
* Modernized legacy Kronos payroll and attendance systems to cloud-based SAP and Workday solutions.
* Migrated, removed or replaced 1,000 SAP-reliant custom Access databases across multiple regions.
* Accelerated the bonded warehouse management project to avoid over $3M in monthly tax losses.
* Cultivated relationships with interdisciplinary teams and business partners, including Sales, Logistics, and Customer Service.

**Johnson Controls (Milwaukee, WI)**

*Senior Project Management Consultant (Contract) | 01/2015 – 11/2016*

* Reporting to CIO and CEO, led a flagship 5-year, $10M front-end portal development via Salesforce, ensuring alignment with competitive strategy goals. Led research into competitive analysis, market sizing and market evaluation of key players to identify transformation goals.
* Centralized 15 disparate data systems and interfaces following multiple company acquisitions. Owned front-end portal development and united other project managers (4) through weekly think tanks to merge previously siloed operations.

**IFS North America (Brookfield, WI)**

*Manager, Project Management Office (PMO) | 01/2011 – 11/2014*

* Recommended and presented the creation of a Project Management Office to the CIO Chosen to fill the new leadership position and drive the 2-year global initiative in alignment with corporate strategy.
* Successfully launched the PMO, adding business value through IT group projects, continuous improvement, and process standardization that influenced ELT decision-making and the ability to develop strategies for potential growth based on data
* Championed team cultures for over 50 concurrent projects, improving prioritization and streamlining operations
* Scaled the project management staff from 4 to over 20
* Reduced IT DBA working time by - 45% via targeted projects
* Improved consulting billable time by $2M annually.

*Project Manager/Architect/Data Center Manager | 01/2006 – 01/2011*

* Introduced standardized project processes, developed business case templates, and led global resource allocation.
* Led daily operations of a cross-functional global IT team aiding the Consulting and Support departments.
* Exceeded SLAs at no additional costs.
* Reduced the data center footprint by 50% while increasing storage and server demand fulfillment by 60%.

**FURTHER PROFESSIONAL EXPERIENCE**

**IFS North America** | Global Citric Manager/Server Team Technician

**TEKsystems** | IT Consultant

**EDUCATION & CERTIFICATIONS**

**Master of Business Administration (MBA), Management Information Systems (MIS)** | University of Wisconsin

**Bachelor of Science (BS), Electrical & Computer Engineering** | University of Wisconsin, Madison

**Project Management Professional (PMP)** | Project Management Institute