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Re: Operations Opportunities

Dear Reader,

Thank you in advance for your time in reviewing my résumé.

Reducing redundancies, integrating synergies and overall systems development and management has been a life long passion. There is nothing more gratifying than improving the bottom line and the customer experience at the same time, even more so when done through best practices.

I feel confident that my abilities and your expertise will result in endless value.

I deliver on corporate directives through dynamic relations and precise execution, achieving set goals within diverse priority environments.

I possess excellent computer and analytical skills and thrive on continual education.

Effective communications skills, integrated with a relentless focus on continual improvement, ensures success at all levels to create value-add for all stakeholders.

I do what you want, when you want it, and more than you expect!

Thank you for your consideration. I look forward to your call, and possibly meeting.

Warmest regards,



Ray Bakker

<http://www.raybakker.com> [Please visit for more information]

<http://www.linkedin.com/in/raybakker> [I invite you to connect]



RAY BAKKER EXECUTIVE SUMMARY

Delivering positive results beyond expectation, I am seen as an indomitable, ingenious, tireless and responsive free thinking executive pursuing continual improvement through enlightened common sense – **I get the message, and know what to do.**

As a highly qualified executive manager I leverage strong interpersonal skills, leadership, creativity and entrepreneurial spirit to achieve business objectives – **I am communicative in initiating mandates; collaborative in moving them forward; coercive if they don't.**

Effective in staff alignment to organizational goals, I am a natural in sales and marketing – **I sell people; on concepts and products equally well.**

I am a true motivator with an innate ability to engage a workforce while keeping the team focused on the organizations strategy and vision – **I am decisively organized in achieving goals.**

Result: **I have a proven and successful track record in every position I have held!**

OPERATIONS MANAGEMENT

March 2013 to Present: Managing Partner, Express Delivery Solutions, Mississauga, Ontario

SELECTED ACHIEVEMENTS

- Envisioned and created a new sales agency supported by Level-10 suppliers
- Created like-minded processes to support sales and marketing efforts

October 2012 to March 2013 [Contract]: Vice President, Sales, Apple Express Logistics Inc., Mississauga, Ontario

SELECTED ACHIEVEMENTS

- Structured Salesforce.com as the new CRM to effectively eliminate cross-over calls, improving professionalism
- Presented several adopted best practices methodologies within customer service, pricing, and operations departments driving elevated production and income

September 2011 to September 2012 [Contract]: Chief Marketing Officer, eTime Energy Inc., Vaughan, Ontario

OVERVIEW

Take a hard working executive team, with a unique product, organize them, and bring out the best qualities of each function in a way that creates a business workhorse to monetize all cumulative hidden value while ensuring operations keeps up, teams are coordinated, and services are delivered to the maximize bottom line results.



SELECTED ACHIEVEMENTS

- Designed the distribution channel concept, strategic business plan and implement tactical attack on the distributor base to gain dominance in new sector.
- Managed and educated a world-wide dealer network for to set internal universal standards.
- Created management tools to allow dealers full control of local proposals allowing for more accountability and autonomy for the network.
- Increased dealer network 500% and North American coverage by 3000%.

September 2010 to August 2011 [Contract]: Vice President, Quik X Group, Mississauga, Ontario

OVERVIEW

Build out a new division in the image of the parent company ensuring capability of cross-selling existing client base to secure higher customer life value in a manner that also creates additional revenue for other corporate divisions to the groups overall bottom line benefit.

SELECTED ACHIEVEMENTS

- Negotiated leases, oversaw building schematics and design build out resulting in top rated public 3PL services facility in region.
- Established forward thinking operations strategy, tactical plan, staffing and supply services to ensure timely opening of facility to meet incoming client KPI demands.
- Ensured of effective connectivity, information transfer and accountability to gain client trust and further expansion.

August 2008 to August 2010: Vice President, Sales & Operations, Skating Treadmill Corp., Mississauga, Ontario

OVERVIEW

Identify lean opportunities to reduce costs and improve production of higher specialized skating treadmills and synthetic ice rinks and manufacture goods in a manner that supported reduced manufacturing time and increased quality.

SELECTED ACHIEVEMENTS

- Coordinated supplier/manufacturer relations to effectively supply and deliver raw goods to factory for timely manufacture and thereafter final global delivery of products to customers.
- Ensured accurate weights and measures for all products to comply with future shipping documents for accuracy in payloads and cost invoicing, including NAFTA rules and regulations.
- Used effective PRM skills to ensure implementation of internal operational programs for improved efficiency and effectiveness as well as external transports, brokers and government agencies.

November 2005 to July 2008: Vice President, SounDivide Inc., Calgary, Alberta

OVERVIEW

Coordinate the purchase, import, warehousing, transportation and final delivery for very sensitive proofing drywall. Logistician, project manager, risk management, and magician are appropriate descriptions for achieving this feat, for hundreds of flat deck and centre beam rail cars per year.

SELECTED ACHIEVEMENTS

- Created operating procedures and handling protocols for localized warehouses coast-to-coast to accommodate centre-beam rail cars of high value moisture sensitive and damage prone drywall.
- Secured over 150 distributors Canada-wide, negotiating with them to also become satellite warehouses thus removing fixed costs from corporate P&L saving over \$300,000 per year.
- Ensured all transportation logistics costs were properly accounted for, and integrated into dealer sell through pricing.
- Set policies procedures for handling and damage of goods and handled off setting claims with carriers and warehouses.
- Managed conflict resolutions with national big box chains for effective off-hour deliveries to ensure compliance with customer service commitments and delivery agent restrictions.
- Arbitrated transport claims between manufacturer and receiver.

June 1988 to October 2005: President, Express Logistics Group Ltd., Mississauga, Ontario

OVERVIEW

Eliminate cross-over redundancies to maximize synergies to the benefit of up to 7 integrated business units which had sales nearing \$30,000,000. I held direct operational responsibility for each, dealt with direct reports and board of directors, ensuring the overall changing corporate operating vision had a buy-in from all stakeholders.

SELECTED ACHIEVEMENTS

- Effectively Managed over 300 staff in up to seven locations
- Secured 'buy-in' of standardized operating protocols with over 30 unique, Canada-wide delivery agents, to provide the fastest services coast-to-coast on over 98% of deliveries.
- Designed a customized AR/AP system around postal codes to get the most accurate revenue stream possible ensuring error free invoicing resulting in on-time payments and that no losses were ever earned on any transaction.
- Created customized software to integrate operations, customer service and administration to create first confirmed graduated delivery charges based on actual delivery times.
- Designed and tuned each facility to maximize both operational and administrative revenue stream, including facility cube, operational systems and transparent facility/client connectivity.
- Created operations protocols and mandates to keep shrinkage to less than 1/100 of a percent.
- Initiated the first 'hand scanner' technology to control costs and to create accurate project costing and billing details.
- Interconnected multiple locations with operations, administration and transportation to drive efficiencies.

ADDITIONAL INFORMATION

EDUCATION & CERTIFICATIONS



SSHGD - Clarkson Secondary School
AIA Certified - American Institute of Architects
CSP Certified Sales Professional [enrolled] – Humber College
CTR [TR] Certified Technical Representative – [enrolled] – CSC
PCD Principles of Construction Documentation, Construction Specifications Canada [CSC]
PLM Product Launch Manager, Jeff Walker trained

PROFESSIONAL

Canadian Marketing Association, Member
Canadian Professional Sales Association, Member
Canadian Association of Management Consultants, Member
Other industry associations [available upon request]

PERSONAL

Sponsorships of sports teams
Assist coach in hockey, lacrosse and soccer
Support not-for-profit organizations, charity events and fund raisers

REFERENCES & RECOMMENDATIONS

Please review at <http://www.raybakker.com> and at <http://www.linkedin.com/in/raybakker>

