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Over twelve years of diversified information system experience in high-tech manufacturing and consulting, with seven years in team leading and developing of all information systems functions. In-depth knowledge and experience in Design, start-up, Project Management, Sales, Organizational Design and Development, inventory control, multilingual communication, and product distribution. While holding a strong focus on customer and client relationships.

March 2007 **Rose Paving Co., Bridgeview, IL**

to

Nov 2009

\$30+ million corporation. Ranked among the top places to work in the state. Rose is the nation's largest pavement maintenance company, with coast to coast clients
National Alliance Network Supervisor & Assistant Director of National Operations. I mentored Senior Project Managers and focused on procurement for our entire company. In addition, I worked with Senior Operations personnel to develop all service provider and subcontractor relationships necessary for company operations throughout the United States. I managed ongoing assessments of all service providers and negotiate pricing relative to the specific geographical market. Finally, I acted as a liaison with management, sales and operations to deliver proper specifications, quotations, contract terms and cost margins.

- Researched and evaluated subcontractors based on price, quality, service, support, availability, reliability and the service provider's reputation and history. Interviewed service providers and visit them occasionally to examine and learn about products, services and prices.
- Assessed and built annual sourcing initiatives that provide detailed service commodity strategies that identify objectives, leverage spending initiatives and result in exceptional time lines.
- Ensured continuity of service providers, implement consistent methodologies and tools to deliver improved service quality and continuously optimize costs.
- I was responsible for proactively identifying underlying business trends that impact supply, defining alternate actions and implementing solutions. In addition, I monitored and managing vendor performance with Senior Operations personnel, working across operation divisions to identify process and service improvement opportunities, reducing internal service costs and reducing costs to customers.
- Negotiate yearly unit costing with key subcontractors in conjunction with Director of National Operations. Analyze price proposals, cost reports and other data to determine the reasonability of price and contractor capabilities.
- Dealt with service providers when serious variations arise in delivery, quality, price or conditions of service provided in relation to the quoting process. Checked price histories on a regular basis to provide information on price variances.
- Communicated with staff, users and service providers to discuss defective or unacceptable services and determine corrective action. Supported Sales Personnel and estimators in preparations of estimates by contacting service providers for budgetary pricing for labor, equipment and materials.
- Partnered with the client and company management to drive both immediate and sustained benefits to the client.
- Attended meetings, tradeshow, conferences, conventions and seminars to network with people in other purchasing departments. Conducted Preferred Supplier performance reviews and meetings, manage supplier scorecards, contract compliance and service obligations in partnership with the Senior Operations Team.

- Performed work with a constant awareness of improving processes necessary for positive growth.
- Ensured that accurate and concise departmental records are maintained. Develop innovative ideas and incorporate them effectively into work processes.
- Proactively managed internal and external customer expectations.

April 1998 **Walgreens Corporate Office, Deerfield/Northbrook, IL**

to \$100+ million Corporation supported by 7,000+ convenient drug stores in the United States and Puerto Rico.

March 2007

Project Manager for Energy Management, Security, & New Construction. We focused on the “green” aspect of new corporate sites. In addition, we coordinated projects and provided technical support to general contractors, local electricians, local maintenance companies, store employees, district and regional managers, outside vendors, and fellow corporate employee to reduce energy and labor costs during new store commissioning.

- Helped develop inventory analysis program which enabled us to reduce inventory levels from \$250,000 to \$45,000, which increased inventory turns by 550%, while supporting store growth of 10.5%
- Designed and implemented new tracking system for problem stores. I worked with leading electrical equipment companies to create **real** solutions to reoccurring issues.
- Ensured proper electrical wiring and software programming for 500+ new stores.
- Reformed old documents for troubleshooting of “green” energy solution, saving over \$40,000 in labor costs a month.
- Recorded and supported emergency messages on all reader boards: “Amber” and severe weather.

2nd Level – AS400/Alerts. - Provided technical support for local stores, troubleshooting internal error messages while monitoring and maintaining backup systems for all sites.

- I created a team of ‘hearing impaired’ employees to download and monitor software use around the country. Using grant money, we saved millions of dollars while increasing employment opportunities for disabled staff within our corporate office.
- Monitored data tapes for error message to minimize unnecessary downtime.

2nd Level – Pharmacy Support. - Provided technical support for all pharmacies nationwide.

- Corrected communication problems with prescription transfers from store to store using FTP and UNIX.
- Worked on Y2K Upgrades for all stores and assisted in upgrading the computer system to Windows ME.
- Ticketing load was reduced 20% while increasing store support by 25%.

2nd Level – Office PC - Provided technical support for all office computers.

- Assisted management staff with computer issues.
- Worked in a team to upgrade email from Telnet to Lotus Notes.
- Designed and managed educational documents for store personnel.

1st Level – Help Center - Worked directly with Walgreen Retail Outlets to resolve system related issues impacting operations.

- While resolving issues, I took proactive steps to inform and educate personnel on how to take corrective action to minimize downtime.
- Helped to decrease response time from 3 hours to 45 minutes.

May 2002 **Congress – House of Representatives, Washington, DC**

to **Congressman William O. Lipinski** - Served as an intern in Washington, D.C. and

August 2002 assisted on the “Committee on Transportation and Infrastructure.”

- Designed a program to assist in monitoring and answering constituent concerns.
- Consolidated and digitized over ten years of historical documents for easy reference.
- Designed custom tours and information packets for constituents visiting the city.
- Represented the Congressman at various meetings in/outside the Capitol Building.
- Established relations with the Library of Congress to research important bills and write speeches.
- Redesigned the interoffice computer network and upgraded the systems.

Summary of Technical Experience:

Hardware: Knowledge of paving equipment, IBM AS400, Electrical panels/equipment (Microlite, Siemens, Square D, Cutler Hammer), Reader boards (DakTronics, HiTech), Telxons, Office Printers, Personal Computers.

Software: Basic InfoMaker and FORTRAN

Applications: Primavera (P6), Primavera’s Contract Manager, Interactive Client (I3), Remedy, SIMS, FTP, Lotus Notes, Outlook Express, MS Word Applications (Excel, Visio, PowerPoint, Word, and Streets & Trips)

Special Skills: Immediate Sign-Language (ASL/ESL), AED/CPR Certified

Educational Focus:

Graduate: Organizational Leadership, University of St. Francis, Joliet - 2010

Undergraduate: Engineering Management, University of Illinois, Chicago - 2004
Political Science - Urban Politics, University of Illinois, Chicago – 2004

Volunteer Organizations: Italian American Executives of Transportation (Sergeant at Arms & Member - Board of Directors), Maryville Academy, Boys and Girls Town of Chicago, Order Sons of Italy Law Enforcement Lodge #1, MGR Foundation - Chicago Student Mentor Run (Team M3), and Joint Civic Committee of Italian Americans

Hobbies: Running Marathons, Mentoring High School Students, Volunteering thru Community Organizations and Traveling

References: Available upon request