

Michael Seidel

19 Jeremy Place ♦ Nashua, NH ♦ 03064

October 7, 2017

Governor Sununu
Governor State House
107 N. Main St.
Concord, NH 03301

Dear Governor Sununu,

I am very interested in being considered for New Hampshire's Director of Higher Education position.

I have read the statutes and have had a chance to learn more about the position by personally speaking with Commissioner Edelblut, Chancellor Leach, and a few of the people on the Higher Education Commission. It is a challenging opportunity.

I believe my skills can help the commission, and New Hampshire. I have made a career of working with clients, facilitating large groups, and implementing process efficiencies. I know I can support the commission in its duties, and help improve processes, like the processing of transcript requests.

I have included a copy of my résumé for your review. If you have any questions, please contact me.

Sincerely,

Michael Seidel

SUMMARY

Skilled management consultant & project manager who has identified & delivered over \$100 million in savings. Over the past 20 years, he has worked across numerous industries in a variety of international settings, from strategy to execution to improve business operations. Able to jump into new environments and produce tangible results quickly.

SELECTED ACCOMPLISHMENTS

Production & Quality Improvement – *US Manufacturing* – Increased EBITDA 25% by improving production throughput by 22% and overall final 1st pass quality by 333%. Client faced a growing sales order backlog, quality defect issues, high turnover, workforce management and workforce skills issues. Developed and implemented processes, systems, and training to improve quality & production throughput. Improved productivity reduced order backlog from 6 months to 2 weeks. Reduced Turnover from a high of 174% to 5.5%.

Process Analysis, Design & Software – *US Insurance/Financial Services* – Managed the analysis of new business conversion processes for multi-billion dollar corporate 401k plans. Identified critical opportunities. Facilitated a 50+ person, week-long, GE style hothouse to re-engineer process, improve communications, reduce ‘chaos in the kitchen’ and shorten cycle time 36%. Utilized off-shore programmers to develop a proof-of-concept solution to facilitate and track hundreds of activities.

Procurement Optimization – *US Food/Distribution Firm* – Analyzed operations and evaluated software options for a \$2B food and restaurant supply company. Recommended & implemented a new forecasting, procurement & inventory control software system. Drove completion of a 1 year implementation project to less than 6 months. Optimized processes to manage procurement with half the staff. Reduced overstock and out-of-stocks simultaneously. Improved inbound and outbound distribution and logistics processes with the VP of the trucking subsidiary. Assisted in post-merger integration of an acquisition with \$600M in sales. Average Daily Inventory was cut by over 10% and increased inventory turns over 37%.

Practice Development – *International Management Consulting* – Compiled & developed the tools, methodology and training for Cap Gemini Ernst & Young’s *Global Supply Chain Center of Excellence* in Paris, France. Trained junior and senior colleagues from offices around the globe. Played a key role in creating the Supply Chain practice in the US.

Operations Analysis & Process Improvement – *Multinational Transportation* – Part of a team that analyzed operations of a class 1 railroad spanning US & Canada. Identified over \$150 million in savings. Led the Intermodal team through an ‘As-Is’ and ‘To Be’ process re-engineering effort, which streamlined activities by identifying the need for more information and better decisions in the beginning of their process. Developed a pilot and successful change management program to implement new software, hardware and processes across 8 Intermodal facilities yielding over \$12.6 million in net benefits.

Analysis & Process Improvement – *International Consumer Goods Manufacturer* – Global supply chain project covering S&OP, Order Management, Production Effectiveness, and KPI dashboard development. Improved the order fulfillment processes for a global fragrance and beauty products manufacturer. Analyzed the raw data in SAP system to discover 13% of all EDI orders were being lost in the system and not communicated to customers. Contributed to over \$5 million in improvements for US operations as part of a global team effort.

Procurement Savings & Organizational Redesign – *International Chemicals Manufacturer* – Identified & began implementation of \$35M annual savings through targeted procurement efforts for an international chemical manufacturer in Chapter 11 bankruptcy. Developed detailed spend maps for over \$2B in procurement expenditures to identify and prioritize sourcing opportunities. Built an improved commodity hierarchy to facilitate changing the procurement organization from a supplier based structure to a Category Management structure. Client is now out of Chapter 11 and operating profitably.

Change Management – *Global 500 Oil & Gas* – Change Management Lead for the deployment of SAP & Maximo software, communications, and related process changes for upstream functional departments within the Gulf of Mexico region. Change Management Lead for process & safety improvements at a US refinery with over 3,000 employees & contractors.

WORK HISTORY

MDS Consulting, Projects across the U.S.

2001-Present

Owner/CEO – Providing companies with expertise in analysis, strategy, procurement, operations improvement, software implementation, project management, and change management.

Industries include: Chemicals, Oil & Gas, Financial Services, Insurance, Manufacturing, Software, and small businesses.

- BroadVision**, Atlanta, Boston 2000-2001
Senior Product Manager, Advanced Technology Group – Reported to the Senior VP of Technology
Managed the development of a b2e portal within a joint-venture operation with Bank of America.
- Cap Gemini Ernst & Young**, Canada, France, U.S.A 1997-2000
Senior Consultant, Gemini Consulting Division & Process Manufacturing Division
Internal Projects – Cap Gemini's *Global Supply Chain Center of Excellence* in Paris, France. Development of the US Supply Chain practice for the Process Manufacturing division.
External projects – Transportation, Consumer Packaged Goods, Automotive, Semi-Conductor, and Chemical industries.
Awarded by client and Gemini Consulting for work performed.
- MBM Corporation**, Rocky Mount, NC 1995-1997
Business Analyst & Special Projects Manager – Reported to the Senior Vice President
Once the largest privately owned systems distribution company, now owned by McLane. Implemented new processes and software for the Procurement departments across two companies. Assisted in the post-merger integration of an acquisition with \$600 million in sales and the coordination of inbound & outbound activities with the trucking division to reduce costs.
- University of South Carolina**, College of Business Administration, Columbia, SC 1994-1995
Project Leader – IMBA Consulting Project Team (part of the MBA program's field study)
Graduate Assistant, part of the team that designed & implemented the college's first internet site
- Hands On Learning** (purchased by the Gartner Group), Burlington, MA 1993–1994
Technical Education Consultant – Consultative sales role for technical training programs. Awarded the highest percentage of quota, Q1-1994.
- Independent Consultant**, Chelmsford, MA 1992–1993
Contracted projects with large and small companies including: Intel, Hewlett–Packard, Bull HN, and Serif.
Projects included market research, sales, and editing of large systems integration proposals.
- CompuServe**, Westport, CT 1988–1991
Account Executive, Network Services Division (outside sales)
Account Representative, Business Services Division (outside technical support)
Sold & supported data communication networks and access to financial data. Generated over 20% growth. Awarded 2nd place in regional sales competition, & nationally for the Best Competitive Analysis. National Call Leader award 8 times.

EDUCATION

- Vienna's University of Economics & Business Administration (Vienna, Austria) & University of South Carolina**
International MBA, Class Salutatorian Concentration: International Operations Mgt.
- University of Notre Dame**
Bachelor of Business Administration, Concentration: Business Mgt. & Electrical Engineering
- Harvard University & University of Massachusetts**
Graduate course work and independent study
- Southern New Hampshire University**
Graduate level project management & management science courses

OTHER ACTIVITIES

- Guest Lecturer for MBA and Undergraduate Business Classes**
Southern New Hampshire University
- Notre Dame Club of New Hampshire, Past President**
Coordinated alumni activities and local recruiting efforts for the 750+ alumni within the state of New Hampshire. Doubled operating revenue by introducing new events, increasing attendance, restructuring dues, and improving communications. Added a fourth scholarship. Coordinated fund raising activities for: foster children's home, cancer & ALS research, coat drive for the homeless, and food for local food pantries. Awarded four times for club development, charitable work and for creating "Advice to Parents of Incoming Students" pamphlet now used by many other alumni clubs around the US.
- Nashua Environment & Energy Committee, Chairman**
Appointed by the Mayor to help the City of Nashua improve its environment & reduce its energy usage.