

STEVEN SLADE ALTINER

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STRATEGIC PROBLEM SOLVER | MULTI-INDUSTRY EXPERT | TECHNOLOGY SOLUTIONS SPECIALIST

Seasoned business professional offering an uncommon blend of **analytical, creative and technical talents**. This is complimented by evidence-based abilities applying new ideas, resourcefulness, and innovation to propel companies to the next level, overcome roadblocks and build competitive advantage. Intrapreneur, who achieves the company's goals as if they were his own.

Highly analytical decision-maker with proven track record in servicing **multiple industries across the globe** with a multicultural understanding. Management expert who leverages various **performance improvement** methodologies including **Design Thinking, Lean** and **Six Sigma** to reinvent businesses, design new business models and creative paths for products and services to get to market. Exceptional interpersonal communicator with a **human-centered approach** in **managing budgets, project design and implementation** in today's fast paced, rapidly changing environment. **Excels under pressure.**

SKILL HIGHLIGHTS

- **Strategic Business Planning & Execution**
- **Business Intelligence & Analytics**
- **Sales & Business Development Management**
- **Operations Management**
- **Digital & Traditional Marketing**
- **e-Commerce Management**
- **Process Design & Implementation**
- **Complex Change Management**
- **Technology Management**

CERTIFICATIONS

- Digital Transformation – *The Boston Consulting Group*
- Innovation and Design Thinking – *University of Cincinnati*
- Innovation for Entrepreneurs – *University of Maryland*
- Principles of Lean Thinking – *Lean Leadership Institute*
- Healthcare Innovation & Entrepreneurship – *Duke University*
- Gamification – *The Wharton School of the University of Pennsylvania*
- Viral Marketing – *The Wharton School of the University of Pennsylvania*
- Sales Training & Strategic Account Management – *Leadership Synergies*
- How to Do Kaizen: A New Path to Innovation – *Lean Leadership Institute*
- Rhapsody Integration Engine Certification – *Orion Health*

PUBLICATIONS

- *Article on Future Technology "The Brain of the Future" — MISC, A Journal of Strategic Insight and Foresight (In Press/TBA)*
- *Editor-in-Chief of Magazine "Building Community", Internal and External e-Newsletters — MCI Group (January 2009 – June 2012)*
- *White Paper on Outsourcing "Working Effectively with Service Firms" — MCI Group (June 2010)*
- *Technical Manual for "Nucleus" Pharmacy Inventory Management System — AmerisourceBergen (May 2008 – June 2008)*

LANGUAGE SKILLS

- *Native Proficiency* in English and French.
- *Limited Working Proficiency* in Spanish and German.

EXPERIENCE

MANAGING DIRECTOR & PRINCIPAL CONSULTANT – THOUGHT SPRING

United States/Europe, January 2014 – Present

*Leads and executes short to long-term consulting projects and programs focused on **technology consulting, strategy and business development services for corporations, small businesses and nonprofits.***

- *Corporate Strategy and Business Development Services:*
 - ✓ Helped a global European airline expand its range of Economy/Economy Plus **ancillary** and **value-added services**, in line with the company's long-haul vision. Advised on **comprehensive marketing strategy** for in-flight catering services.
 - ✓ Developed a **cross-industry innovation strategy** for a major Swiss watch company to help offset industry downturn. Translated customer insights, industry trends and brand strategy into new **sales, after sales** and **e-commerce** opportunities.
 - ✓ Advised *OP/TECH USA*, a leading manufacturer of camera accessories, on **new products specifications** after identifying market opportunities and evaluating the competitive landscape.
- *Small Business and Nonprofit Management Services:*
 - ✓ Provided **corporate structure, wireframe** and **web design** including branding, marketing strategy, art direction and commercial photography for several Blog websites. Provided business **coaching on passive income generation** using **affiliate marketing**.
 - ✓ Provided **full-service branding** solutions for up-and-coming businesses including *Playerge*, a sports concierge service, and *AT Survival*, an active threat/active shooter training provider.
 - ✓ Offered **strategic planning** to *Awareness is Prevention*, a **human trafficking prevention nonprofit** based in Las Vegas, NV. Devised a plan to raise young adult awareness and motivate action via a **mobile educational game** supplemented by a **gamification platform**.
- *Technology Consulting:*
 - ✓ Acted as **Head of Strategy and Operations** for *YzOak Smart Home*, a CA-based **Internet of Things start-up**. Managed **4 global cross-functional teams, totaling 15 people**. Provided guidance on **hardware/mobile application design** and **User Interface/User Experience**.
 - ✓ Designed and implemented **HL7 healthcare interfaces** using *Orion Rhapsody* and other integration engines. Drove **38 projects** to completion using **Agile/Scrum SDLC** processes; provided client assistance to assure seamless systems integration.
 - ✓ Supplied comprehensive **business** and **technology coaching** to NY, NJ and GA-based **physicians** and **health care providers**. Provided extensive one-on-one training on **healthcare data management** to satisfy compliance requirements.

MCI GROUP June 2008 – December 2013

Industry leader with \$500 million in revenue and 2,500 employees in 62 offices across 31 countries, providing B2B meetings and event conference organization, strategic planning and association management consulting.

DIRECTOR OF SPECIAL PROJECTS Geneva, Switzerland/Worldwide Travel, January 2010 – December 2013

DIRECTOR OF SALES OPERATIONS AND MARKETING Geneva, Switzerland/Worldwide Travel, June 2008 – December 2010

Hand-selected by CEO to direct **project management** in a **matrix organization** across all corporate levels, **from Business Units Directors to C-Level Executives**. Drove **innovation, change management and strategic direction** consistent with Executive Office priorities.

- Played an integral role in the company's **global expansion strategy** by contributing thought leadership to executive management. Planned and executed a **Competitive and Market Intelligence** program leading to the **opening of offices in NY, DC, FL, MD, and TX**.
- Led **Business Intelligence vision** by delivering visibility of **4,900 annual projects** totaling **\$480 million across 6 divisions**. Performed **data consolidation** into Excel data warehouse/Tableau and oversaw **systems development life cycle of application** integrated with ERP.
- Managed a **global team of 29 sales and account managers**, providing induction training, face-to-face sales meetings as well as detailed support to the sales organization, including sales calls, RFP/RFI/RFQ assistance for large global and high-value accounts.
- Introduced a **Sales Intelligence framework** and implemented best practices for **consultative selling and key account management** leading to a **\$39 million pipeline growth** from **new clients** as well as **up and cross-selling** opportunities in 2009.
- Designed financial dashboards integrating KPIs including **ROI, GAAP/IFRS-compliant CapEx and OpEx metrics** for Annual Budgets and 5 Year Business Plans, **reducing budgeting and consolidation time by 65%**. Provided **global training to 35 Finance and Managing Directors**.
- Provided marketing communications leadership in integrating **traditional and inbound marketing** strategies:
 - ✓ Served as Editor-in-Chief of MCI **corporate magazine** with a circulation of **6,000 copies** in over **20 countries**.
 - ✓ Boosted **website referral traffic** by **205%** and **first page Google ranking** for **75% of keywords within 60 days**.
 - ✓ Launched e-Newsletter reaching **10,300 recipients** in 12 months, generating **24% open** and **8.2% click-through rates**.
 - ✓ Developed **experiential marketing** strategies for leading **luxury car, high-jewelry, watch and perfume brand product launches**.
- Spearheaded a **Change Management strategy** to foster **employee and service excellence**. Led the development of **Balanced Scorecards** integrated with **SharePoint intranet** measuring **quarterly and annual business performance across 15 departments and divisions**.

IMPLEMENTATION SPECIALIST – AMERISOURCEBERGEN SPECIALTY GROUP

United States/Nationwide Travel, June 2005 – June 2008

One of the top pharmaceutical distributors, ranked 12th on the Fortune 500 list with \$153 billion in annual revenues and 20,000 employees. Managed pharmacy system implementations and consulting services **across 47 states for multimillion-dollar cancer centers**.

- Led **teams of up to 14 oncology specialists** on inventory and HIPAA-compliant practice management implementations.
- Consulted **physicians, pharmacists, nurses and executives** on **clinic workflow and patient outcomes**. Translated clinical requirements into reports using **SQL and Crystal Reports** for over **40 key accounts**, **reducing patient account consolidation time by up to 50%**.
- Implemented best practices and provided extensive training to team members **improving configuration time of over 30%**.
- Authored a 60-page service manual for the **nationwide support** of more than **1,600 installed systems**, still in use today.

DIRECTOR OF SALES, OPERATIONS AND MARKETING – WALTINET INCORPORATED

Boston, Massachusetts/Dothan, Alabama, January 2000 – June 2005

Played key role in the core team of a successful **computer retail and services start-up** by directing the execution of **sales, marketing and operations** with **full strategic planning and P&L responsibility**.

- **Grew topline** at a **5-year CAGR of 56%**. Increased e-Commerce sales **450%** over 3 years by launching a **digital marketing campaign** consisting of an SEO friendly **website design, e-newsletters**, as well as banner and pay-per-click (PPC) **advertising**.
- Co-designed **best-selling TennMax Stealth V2 video card coolers**, following extensive **market, product and thermodynamics research**.
- Provided **healthcare managed services** to hospitals, specialty clinics and retail pharmacy chains across the **AL/GA/FL tri-state area**.
- Led and participated in **multi-disciplinary projects** for **TEKsystems** to **11 Blue Chip and Fortune 500 companies** across **Southeastern US**.

EDUCATION & ASSOCIATIONS**MASTER IN INTERNATIONAL BUSINESS**

Marketing and International Finance

CEFAM International School of Business and Management
Lyon, France GPA 3.96

BACHELOR OF SCIENCE IN BUSINESS ADMINISTRATION

Finance and International Business

Northeastern University
Boston, MA GPA 3.92

ASSOCIATIONS (past and present)

American Citizens Abroad (ACA), French-American Chamber of Commerce (FACC) – Atlanta, IMEX America, IMEX Europe, Meeting Professional International (MPI), IBTM World, Microsoft Developer Network (MSDN), Microsoft Partner Network, Naseba.