

John S. Bollinger

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Director of Business Services | Director of Business Strategy & Development

Delivering comprehensive experience spanning multiple disciplines including operations, business development, revenue management, engineering, and information technology; contributions highlighted with success managing multi-million dollar budgets and generating millions of dollars in revenue.

Career Achievements

Manager, Administrative & Sales Engineering – YRCW, Inc.

- Saved company over \$2 million annually through introduction of automated and predictive billing process reducing cost per bill \$0.17; initiative implemented in 6 business days with savings, improved invoicing and faster payment taking immediate effect; company applied for US patent under system titled, "C.A.B.E" (Computer Assisted Bill Entry); system recognized with 2008 CIO 100 Award by CIO magazine.

Manager, Administrative & Sales Engineering – YRCW, Inc.

- Corrected negative revenue exceeding \$1 million per day and saved \$1.5 million in secondary scanning costs through \$4 million implementation of "key from image" billing process and consolidation of billing from 400 local branches to 8 regional (3 union and 5 non-union) billing centers (performing key from image for 50,000 bills daily).

Director, Invoice Quality – YRCW, Inc.

- Increased company revenue \$10 million annually and ensured delivery of services requested through placement of automated accessorial process (utilizing analytics team based in India); facilitated development of programs adding accessorial fees associated with services performed, preventing incorrect applications to major clients (i.e. Liz Claiborne and Ann Taylor), and considering customer requests of notification prior to delivery.

Director, Invoice Quality – YRCW, Inc.

- Administered company's 1st overseas outsourcing project focused on creation of billing and audit process (ultimately reducing costs, improving billing function, and lowering overall error rate from 10% to 3.5%); launched audit process within 65 business days and with over 60 auditors.

Director, Client Collaboration Center, YRC Corporate Sales – YRCW, Inc.

- Orchestrated launch of Client Collaboration Center supporting consolidation of national accounts sales force from 5 operating companies into single team selling 5 brands; initiative brought together sales solution engineers, specialized customer service, sales administrative support and special project team to support 80 national account sales executives.

Core Competencies

P&L Responsibility
Staff Development
Back-office Systems
Client Management
Major Account Sales
Productivity Improvement
Sales Presentations
Needs Assessment
Systems Implementation
Creative/Strategic Selling
Margin Improvement
Process Improvement
Business Objects
Oracle CM
Expense Control
Process Consolidation
Business System Design
Project Management
Policy Development
Procedure Development
Strategic Planning
Performance Evaluations

"John led innovative changes in the organization to drive improvements in quality, productivity and cycle time. He was a great asset to our team, and I would be thrilled to work directly with him again."
Bob Hitt, Vice President, Quality, YRC Worldwide

Professional Experience | Accomplishments

YRCW, Inc. – Columbus, Ohio

1989 to Present

Holding company for 4 LTL freight carriers (YRC, Holland, New Penn, and Reddaway); nation's largest LTL carrier with operations supported by over 40,000 employees in 300 branches nationwide and throughout Canada.

Director, Business Strategy, Southern Division (2009 – Present)

Function in role with simultaneous accountability for business development strategies (comprising growth, mix management, yield, specialty services, and customer retention), support and performance assurance of 5 managing directors of sales, and collaboration with account executives on tactical planning, account management, and business development.

- Enabled 8.2% year over year division revenue growth with daily shipment count averaging 9,000/day in 2010 and 11,250/day in 2011.
- Elevated yield \$13 million year to date versus 2010 through strategy modifying corporate and local business mix; i.e. changed business from national to local and increased volume of local accounts through use of premium services as well as action taken on non-profitable accounts.
- Generated over \$1 million new revenue through launch of local Houston metro initiative; recaptured business with 49 of 130 lost local accounts (38%) between 2010 and 2011.
- Facilitated service delivery and growth of notable accounts including (but not limited to) Swisher Cigars, Fruit of the Earth, and Zebco.
- Brought forth business culture change through implementation of monthly business review process; results recognized and process now standard practice throughout company.

Director, Client Collaboration Center, YRC Corporate Sales (2008 – 2009)

Coordinated operations facilitating consolidation of national account executives into single team; accountable for budgets, bringing together disparate resources, and development/oversight of 60 staff and associated micro-teams (including 8 sales engineers generating \$1.5 billion annually, pricing specialist, and 51 customer service representatives and supervisors) in 2 locations.

- Recognized for capabilities and trusted with project as national accounts made up 60% (\$1.5 billion) of company revenue; performance in position resulted in acquisition of company stock options.
- Increased bid success rate from 10% to over 60% through creation of specialized team providing turnkey (ready to use) quote solution to national account executives; ultimately generated millions of dollars in new and retained business.
- Ensured positive experience during transition bringing on new clients through development of onboarding process within bid team; process also monitored customer revenue commitments to ensure volume met pricing level.

Director, Invoice Quality (2006 – 2008)

Administered billing function of operating companies, Roadway Express and Yellow Freight; ensured performance of over 300 staff in United States, Canada, and India.

- Managed local billing process at 300+ Yellow Freight branch offices; included oversight of productivity metrics, quality, cost per bill, and mining accessorial revenue from unbilled services.
- Subsequent of regionalization of billing function, successfully negotiated billing center clerical contract with Teamsters Union; presented need for non-traditional shift of 4 hours/day for 60% of workforce and secured agreement paying attendance bonus; initiative facilitated 90% monthly attendance.

Manager, Administrative & Sales Engineering (2004 – 2006)

Orchestrated design and implementation of operational and administrative project and solutions (supported by 6+ million budgets); ensured performance of 5 direct and 35 indirect reports.

- Individual projects comprised development of paperless billing audit process; placement of imaging system to over 370 facilities processing 160,000 documents/day (completed within 20 days throughout United States and Canada); research and development of Optical Character Recognition; consolidation of collections center (in Buffalo, New York).

Special Projects Manager (1999 – 2004) | Senior Operations Engineer (1996 – 1999)

Operations Specialist (1995 – 1996) | Sales Representative (1993 – 1996) | Dock Supervisor (1989 – 1993)

Education

University of Toledo – Toledo, Ohio | Bachelor of Arts in Communication, 1988