

# KARRUTHERS BOISON, MS

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## HIGH PERFORMING OPERATIONS MANAGEMENT PROFESSIONAL

**Results-driven leader with 11 years of experience in managing complex, high-risk projects** from envisioning to value realization to successful completion, on time and within budget. **Dynamic manager with a proven track record** of building and guiding diverse teams toward actionable goals. **Effective communicator with unique ability to interface with broad base of business associates and stakeholders** to influence at all levels to solve and deliver business value and solutions in a timely and cost-effective manner.

### KEY STRENGTHS & COMPETENCIES:

- **Operations Management:** Focused on cost reduction, risk mitigation, performance management, employee engagement, team accountability, process and system innovation, cross-functional collaboration, and continuous improvement.
- **Risk Management:** Effective in managing high-risk and difficult situations with attention to balance and synergies of people, processes, and technology.
- **Change Management:** Proven leader and course setter when new direction is needed, and problem solver when turnaround is essential.
- **Problem Solving:** Seeks and resolves challenging problems by utilizing design thinking for operations and working collaboratively with senior management to identify core issues, manage relationships and expectations, and devise creative solutions to issues that directly impact company revenues and customer acquisition/retention.
- **Builder of Diverse, Successful Teams:** Combines structure and innovation with pragmatic leadership to leverage strengths, remediate weaknesses, and mitigate business risks.
- **Creator of Successful Organizations:** Utilizes organizational development skills, consensus building, change management, collaboration, and communication to build teams of highly-skilled, motivated individuals who reach their full potential.

### TECHNICAL SKILLS & PROFICIENCIES:

- Diverse Operations Experience & Leadership
- Business Intelligence & Value Realization
- Risk Mitigation & Cost Reductions
- P&L / Financial Analytics Acumen
- Team Training & Development
- Cross-Functional Team Leadership
- Contract Negotiation & Resource Allocation
- Process Automation & Improvement
- Strategic Planning & Execution
- Consensus Builder & Conflict Mediator
- Hire, Grow, & Retain Talent
- Management Reporting & Presentations
- Strategic Thinking & Problem Solving
- Highly Effective Communication Strategies

## KEY PROJECTS

- **Solvay Integration: Directed team of 15-20** to manage the Solvay acquisition by Abbott Laboratories; conducted gap analysis and organized training for ex-Solvay employees based in Germany and Georgia (USA), as well as revised contract documents with and conducted on-site training for Solvay's outsourced team based in Chennai, India; successfully managed the transition with the integrated team able to deliver desired results for the company.
- **Cognizant Outsourcing: Supervised team of 10-15** to accommodate AbbVie's increased case volume; led the implementation team in working with Cognizant to plan out the project timelines; organized and hosted on-site training for their initial team/leadership; developed key contract documents including the KPI's, and directed all necessary preparations; effectively established well-performing Cognizant team three months ahead of schedule with multiple commendations for excellence, collaboration, and team leadership.
- **Customer Satisfaction KPI Accountability: Led team of 4** to devise plan with goal of improving customer satisfaction and quality of services by strengthening and adherence to performance expectations; instituted a minimum of 95% quality and productivity and provided feedback on a weekly, monthly, and yearly basis; achieved desired result of overall service delivery improvement for customers and standardized performance management for the staff, reducing subjectivity and perceived biases.

## PROFESSIONAL EXPERIENCE

OPERATIONS CONSULTANT, TALENT & SKILLS TEAM – CHICK FIL-A.....2017-PRESENT

- **Lead cross-functional team of 15 to implement Jolt Software** to manage tasks and checklists including opening, closing, travel path/manager walk-thru, daily cleaning, weekly/deep cleaning, temperature/food safety logs, restroom cleaning, hand washing, and other tasks vital to the management of the restaurants and staff.
- **Manage inventory** with goal of reducing food costs and spoilage by **50%** on month-over-month basis, resulting in **10% inventory savings**; improve inventory management by implementing accountability process for high value inventory orders.
- **Devise and implement plan** to improve overall processes and achieve company goals and success; demonstrate collaborative leadership approach by requesting ideas and feedback from project and local teams; set core policies & procedures covering each operational category.
- **Build standardized operational backbone** to ensure effective, consistent, and secure operations; map, refine, and define systems and requirements for each operational area; identify and progress opportunities to improve cost and production efficiencies.
- **Monitor and assure** competency, control and application of operational management systems; conduct audits and evaluations as required; analyze existing procedures and work practices to ensure safest and most cost-effective operations methods are used.
- **Develop clear roadmap** and recommendations/best practices for standardization and smooth integration of operational framework, systems, policies and procedures; conduct assessments of each affiliate's operational procedures, policies and practices, including gap analysis.

To find out more about Karruthers Boison, please visit my LinkedIn® profile:

<https://www.linkedin.com/in/karruthers-boison/>

**ASSOCIATE DIRECTOR, PHARMACOVIGILANCE & PATIENT SAFETY - ABBOTT LABORATORIES / ABBVIE INC.** ..... 2011 – 2017

- **Promoted from Assistant Director** after Abbott Laboratories transition to AbbVie Inc. in 2014; recruited, hired, trained, and managed teams with direct oversight of 50+ internal/consulting staff.
- **Led team of 12** to temporarily relocate the Global Medical Services department to a different building due to the split from Abbott Labs; successfully carried out relocation without major service disruption through moving half of the division every 1-2 weeks.
- **Provided strategic leadership** of global pharmacovigilance operations and served as subject matter expert for all pharmacovigilance initiatives; directed data entry, support operations, outsourcing, reconciliation, and supplier management groups.
- **Defined and executed** continuous improvement projects, supported acquisitions/divestitures, as well as reviewed and reported global adverse event cases; established outsource contract, teams, processes and created AbbVie/Cognizant outsourcing arrangement.
- **Upgraded hiring and onboarding processes** enabling Abbot to attract and retain high quality talent; built liaison roles enhancing client engagement and work quality through regularly scheduled feedback and training; standardized processes to eliminate repetitive errors.
- **Built India outsourcing from scratch** resulting in one of the industry's highest rated outsource agreements; spearheaded quality control operations; and, instituted Supplier Management Group to improve outsourced services delivery quality.

**ABBOTT LABORATORIES** ..... 2007 – 2011

**SUPPORT OPERATIONS MANAGER, GLOBAL MEDICAL SERVICES** ..... 2008 – 2011

- **Directed team of 10** to evaluate and analyze clerical mistakes with case processing that resulted to identification of process improvements through the use of Lean Six Sigma knowledge; attained 67% improvement in clerical case processing accuracy, customer satisfaction, etc.
- **Developed and managed** Medical Safety Services Operational Support Teams to ensure global compliance and to improve medical safety operational processes; prioritized and implemented operational goals and workflows, tracked and reported product safety data.
- **Oversaw 45+ personnel** and coordinated recruitment, training, performance evaluations to ensure top-quality performance to achieve company's goals; championed customer service culture resulting in stronger relationships and customer experience scores.
- **Improved group productivity** and morale which reduced turnover by standardizing hiring practices, strengthening employee development programs, championing Lean Six Sigma, and recognizing high performance individuals.
- **Led Data Entry Group** to 100% training compliance, only group in division to achieve perfect compliance rate; earned 2 Abbott Divisional Awards for Management Excellence—Leader of People and Creative Manager.

**TEAM LEAD, GLOBAL MEDICAL SERVICES** ..... 2007 – 2008

- **Led, trained, and mentored** team of 16 to ensure accurate and timely entry of adverse event data to AEGIS database; drove continuous process improvement initiatives, including monitoring and evaluating team performance, and facilitating cross-functional collaboration.
- **Supervised team of 4** consisting of 3 supervisors and managers to improve staff retention and accurate hiring; developed standardized training materials and conducted quality checks and qualification program with regular feedback to gauge new team members' progress.
- **Managed Data Entry Subgroup** ensuring medical data input accuracy and productivity; transformed Data Entry Group which was on the verge of being restructured to help them achieve optimal results aligning with company goals, quality standards, and policies.
- **Drove rapid data quality improvement** by revamping hiring, training processes and introducing Lean Six Sigma projects to improve data input; reduced payrolls by hiring recent graduates and leveraging Abbott's in-house training programs.
- **Established work flows**, practices, and standards to ensure that ongoing operations support is provided; directed staff in analyzing and resolving escalated operational problems; tracked and monitored daily workload to ensure client and operations expectations are met.

## EDUCATION & TRAININGS

**ABBVIE DIRECTOR TRANSITION PROGRAM – ABBVIE INC. / UNIVERSITY OF NORTH CAROLINA** ..... 2014

**ABBVIE EMERGING LEADER PROGRAM – ABBVIE INC.** ..... 2014

**GPRD LEAN SIX SIGMA GREEN BELT – ABBOTT LABS BUSINESS EXCELLENCE COUNCIL** ..... 2010

**LEADING TECHNICAL PROFESSIONALS – ABBOTT LABS BUSINESS EXCELLENCE COUNCIL** ..... 2009

**MASTER OF SCIENCE | ENVIRONMENTAL TECHNOLOGY MANAGEMENT – ARIZONA STATE UNIVERSITY POLYTECHNIC** ..... 2004

Multiple Dean's List

**MASTER OF SCIENCE | ENVIRONMENTAL ENGINEERING & SUSTAINABLE INFRASTRUCTURE – ROYAL INST. OF TECHNOLOGY** ..... 2002

Swedish Institute 2-Year Guest Scholarship

**BACHELOR OF SCIENCE | CONSTRUCTION MANAGEMENT – UNIVERSITY OF JOS** ..... 1999

Achieved Top 5 Ranking amongst all graduating students

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