

Tom Yaley

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Executive / Management Profile

Energizing, decisive , business leader with more than 20 years of experience in developing internal and external business relationships, strategic planning, sales, mentoring staff, maximizing profits and developing processes and procedures to improve efficiencies. Outstanding leadership through motivation, communication, team building, honesty and integrity.

Skills and Accomplishments

Small Business Development , Project Management, Leadership/communication skills, Product Development design and implementation, Client account management, Contract management, Budgeting expertise, employee relations, Customer Oriented, Purchasing , Creative Solutions, Analytical

While at Yaley Enterprises I was instrumental in increasing revenue from \$ 2m annually to \$ 10m annually.

Grew revenue from \$ 500K to \$ 4m in 3 years while working at Interim Services.

Professional Experience

Yaley Enterprises, Redding, California 1999- Present

World's leading supplier of candle making supplies and casting mediums. (15-100 Staff)

Vice President

Manage and oversee all aspects of company operations from purchasing raw materials, manufacturing, inventory management, to the delivery to our customers. Company interface for all key accounts.

- Key account contact for Joann's, Michaels, Notions Marketing, Darice.
- Established new hire training program
- Created new retail packaging and product instructions
- Developed processes and procedures to ensure product quality
- Designed all custom Plan-o-grams for retailers
- Automated production systems reducing labor by 20%
- Developed Just-in-time process to reduce inventory levels by 30% while maintaining 99.9% fill rates
- Yaley.com Website Design and Implementation
- Taught Candle making classes for local college
- Developed Marketing Campaigns for new product introductions
- Applied continued improvement philosophy through constant process review
- Redesigned Yaley Product Catalog to be more informative and user friendly

Interim Services , Santa Clara, California 1995-1999

Temporary Staffing Agency. (50 Staff)

Managed Services Director

- Developed, Implemented and Directed Managed Service Programs:
 - 3Com, Silicon Graphics, Synopsis, Cisco Systems, Netscape.
- Key Account representative for each customer base
- Work with Staff to create Processes and Procedures manuals for each account
- Established Benchmarking Surveys and metrics ensuring "Best in Class" for services provided.
- Introduced "Personnel Pool" to ensure coverage in case of absences.

Sun Microsystems, Mtn. View, California 1986-1995

Networking Computer Hardware and Software Company. 20 Staff

Internal Services Manager

- Managed Internal services for 20,000 employees in 40 buildings, 4 campuses
 - Shipping/Receiving, Mail Services, Copy Services, Internal Transportation, Employee Shuttle Program, Corporate Vehicle Fleet,
- Ownership of a \$ 6 million dollar budget. Came in on budget or under budget every year.
- Developed Processes and Procedures for all functions
 - Established Benchmarking Surveys and metrics ensuring "Best in Class" for services.
- Developed, Communicated, and tabulated Internal Customer Satisfaction Surveys.
- Established Preventative Maintenance Program for 100 on-site Vehicles saving 30% annually repair costs.
- Reduced Fuel costs by 20% by re-designing drive routes while not adding additional headcount or extra vehicles.

Education

Bachelors of Science in Business Administration Candidate

University of Phoenix, Santa Clara, California (UOP)