

Paul R. Szydlowski

8147 Foxdale Ct • West Chester, OH 45069 • (513) 777-6064 (home) / (513) 300-3891 (mobile)
pszyd@fuse.net / <https://www.linkedin.com/in/paulszydlowski>

CHIEF OPERATING OFFICER

Strategic leader who skilled at improving organizations by identifying unrecognized operating, marketing or cultural opportunities, then aligning teams to seize those opportunities.

- Budgeting and P&L accountability
- People Development
- Finance & Accounting
- Critical Thinking/Strategic Planning
- Customer Service/Experience
- Operations – Process & Efficiency
- Values-based Leadership
- Cultural Alignment
- Sales & Marketing
- Project Management

PROFESSIONAL EXPERIENCE

One Click Insights, 2016 – present

Founder

- Consultancy that helps organizations seize opportunities via data collection, analysis and insight
- Partners/clients have included Procter & Gamble, Inner Join Technologies, Tyner Pond Farm and Sunline Trailers

Tyner Pond Farm (B2C eCommerce distributor of local, all-natural meats) 2015 - 2016

Chief Operating Officer

- Identified \$150k in annual savings within first six weeks
- See LinkedIn profile for full insight into this role (<https://www.linkedin.com/in/paulszydlowski>)

HELP Plumbing, Heating, Cooling & Electric 2014 - 2015

Chief Technology Officer (CTO)

- Instrumental in cultural changes that improved BBB rating from F to A+ and led to 30% sales gains. Also improved Facebook rating from 3.6 to 4.5 stars and Google+ from 3.2 to 4.3 stars (biggest contribution, though outside my role)
- Reduced customer rescheduling more than 75% via predictive weather-based algorithm
- Designed and implemented one-click marketing tools that delivered full schedule in off-season (preventative maintenance, service contract calls, safety inspections, etc.)

Procter & Gamble/Agile Pursuits Franchising (Tide Dry Cleaners), Cincinnati, OH 2011 – 2014

Director of IT & Customer Service 2012-2014

Franchise Business Director/Director of Operations 2011-2012

Managed team of domestic and off-shore employees and contractors that delivered these IT and operating results:

- Reduced data warehousing costs by 48% while introducing metrics/reports for on-time service, productivity, consumer behavior, special events (grand openings, BOGO offers), store comparisons and market penetration
- Delivered record system-wide Customer Satisfaction Survey results
- Delivered 124% EBITDA improvement at corporate stores
- Reduced late orders by 60%
- Improved productivity by 33%
- Delivered 600 basis point improvement in Customer Satisfaction scores and 920 basis point improvement in store audit scores
- Led cross-functional teams charged with improving productivity and reducing discounts

OBI-USA, LLC, West Chester, OH, 2006 – present

- Profit in first full year with 880% profit growth 2008-2012 as result of strategy shift from offshore to domestic sourcing (this is a component outsourcing service)

President/CEO, Premium Wire (wholly-owned subsidiary of OBI-USA), Mayfield, KY, 2008-2011

- Increased annual sales run rate 63% in year one after acquisition
- Quadrupled customer base in first year
- Developed/implemented automated order entry and inventory control system
- Designed multi-tiered pricing strategy to improve margins at smaller accounts

Paul R. Szydowski

Market Consultant, Widmers/Zoots, 2004-2006

Founder/President, Prime Valet Cleaners, Inc., West Chester, OH 1989 – 2004

- Grew from one store/one employee to multi-store, multi-route operation with 65 employees
- Achieved 31.7% compounded annual growth over fifteen years (65-fold plus growth)
- Conceived/implemented customer retention program that increased revenue per customer 150% and doubled customer retention rate
- Designed all accounting, payroll, marketing and reporting systems to keep pace with growth
- Business sold in 2004 for more than 100 times initial cash investment

Product Specialist/Account Executive – Abbott Labs, 1985 – 1989

- President's Club Member

Logistics Analyst – Conoco Chemicals, Houston, TX 1983 – 1985

- Designed supply program that reduced inventory requirements more than 25% and time required to monitor raw material inventory by 75%

SKILLS/ PROJECTS / ACHIEVEMENTS

- **Leadership/Culture** – Values-based leadership combining high expectations and accountability with active, positive reinforcement through clear communication of common objectives and successes. Able to relate comfortably with both C-level management and front line team members. Culture is one where ethics, people and constant improvement take precedent.
- **Strategic Planning & Execution** – Developed/implemented successful strategic plans for Prime Valet, OBI-USA and Premium Wire. Successfully adapted OBI-USA's plan on-the-fly when circumstances changed. Prepared comprehensive strategic plan for group seeking \$10MM in venture funding (sample available). Developed strategic plan for Agile Pursuits IT group.
- **Efficiency and Innovation** – Proven track record of improving productivity through systems, process improvements and measurement in every role (see roles above for specifics).
- **Analysis** – Business experience, database knowledge and passion for elegant IT solutions provides bridge between data and decision makers in finance, sales/marketing and operations. Have completed three acquisitions and analyzed numerous other opportunities on a financial, marketing and strategic basis.
- **Financial** – long and short-term planning through forecasting, budgeting and effective use of financial statements and key performance indicators. Understand and apply concepts of discounted cash flow, internal rate of return, future value and other evaluation methods when appropriate.
- **Computer/IT** – Broad expertise in database, spreadsheet and web design/coding (Excel, Access, VBA, MySQL, PHP, SQL Server). Conceived, designed and implemented multiple order entry, process, inventory and back-office systems.
- **Project Management** –Planned/coordinated multiple facility build-outs, including production facility recognized as one of nation's best by industry trade magazine. Led Tide Dry Cleaners franchisees through Critical Path Schedule for store openings.
- **Sales/Marketing** – Consistent sales execution/growth at every level (as owner and employee) Developed and collaborated on advertising/marketing programs, including digital, mass mail, mass media, telemarketing and social media.
- **Contract Analyst** for Motley Fool financial website (2005 – 2008)
- **Authored 250-page book** for Community Foundation of West Chester/Liberty (non-profit)
- **Weekly columnist** for Cox Newspapers group (2003 – 2008)
- Cincinnati Forty Under 40
- **Professional speaker** (employee development, values-based leadership, customer service and organizational culture)

EDUCATION

B.S. with Honor, Michigan State University

Ongoing Education:

- An Introduction to Marketing – Wharton, The University of Pennsylvania on Coursera. Course completed January 14, 2015
- Introduction to Finance - The University of Michigan on Coursera. Certificate earned on January 18, 2015
- The Data Scientist's Toolbox - Johns Hopkins University on Coursera. Certificate earned on March 2, 2017
- R Programming - Johns Hopkins University on Coursera. Certificate earned on March 17, 2017
- Getting and Cleaning Data by Johns Hopkins University on Coursera earned on April 2, 2017