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Business Development Manager at Lenovo

Jun 2009 - Present

Business Development Manager

Services Sales Management for the Latin American and Caribbean region

Key Duties

Created offerings that brought in \$400K in new revenue in one quarter

Increased services revenue by 33% in one quarter

Recovered \$100K in unassigned revenue

Trained Sales force on Service Offerings

Sales Pipeline Management

Customer Relationship Management

Aug 2005 - Jun 2009

Regional Service Channels Program Manager

Provide high-level management support in delivering expert PC / Server Hardware and Software Service solutions for 500+ Service Partners and 10 regional Representatives, across multicultural environments.

Serve as key player in supporting IBM / Lenovo warranty and technical support functions, including addressing and resolving client concerns and training sales staff regarding all Warranty / Service policies. Serve as Project Manager, interfacing directly with third party vendors regarding service tools used by field technicians. Maintain communication with clients performing Warranty claim analysis and formulating analytical Cost vs. Benefit cases to support service initiatives. Assess project schedules, assign work tasks, monitor benchmarks, and report project status to regional management. Oversee training of 10 direct reports; serve as subject matter expert regarding all support tools and processes. Serve as Lean Six Sigma training coordinator.

Key Achievements:

Led migration of legacy warranty claim system to SAP. Net savings of \$425K per year.

Drove implementation of multi-tiered labor structure. Reduction in labor cost of \$300K per year.

Implemented an order bundling process to the warranty claims processing tool, which reduced parts handling charges by \$170K per year.

Directed migration of telephone-based surveys to email-based tool. Annual savings of \$150K

Drove communications, training and support document translation improvements through Call Centers. Customer Satisfaction improvement of 10 percentage points in a 7-month period

Implemented part order screening process and enhanced entitlement. \$50K reduction in parts usage in a six-month period

Credited for improving Business Partner warranty service coverage by 25%, thus increasing Customer Satisfaction rating by 5 percentage points in a 6-month period.

Led deployment of Customer Replaceable Parts process through IBM Call Centers. A \$30K annual reduction in labor was attained.

Implemented process to test warranty parts returned by Business Partners. \$100K reduction in parts usage in a six-month period

Instrumental in continuous management of warranty processes and procedures during the Lenovo buy out of the IBM service contract.

Implemented warranty entitlement enhancements. \$30K reduction in annual labor cost

Aug 1998 - Aug 2005

Regional Service Channels Program Manager

See experience at Lenovo. IBM Personal Computing Division was bought out by Lenovo in August 2005.

May 1997 - Aug 1998

Service Manager

Trinova

Served as director of the Miami Office, assembling and testing client-specific personal computers.

Directly interfaced with clients to support system equipment, as well as modified, upgraded and repaired software applications and computer hardware. Assessed end user needs, consulting with client to evaluate hardware and software requirements. Supervised four field technicians and PC assemblers, overseeing all technical component assembly. Wrote end-user manuals for all computer models. Provided pre- and post-sales support to improve customer satisfaction. Oversaw training of both sales staff and field technicians regarding system operations and customer care.

Key Achievements:

Drove project to improve assembly / testing processes that delivered a 10% savings in production costs.

Established and introduced customer service processes.

Provided detailed research in procuring product boxes and packaging materials.

Mar 1990 - Feb 1997

Engineering Technician

Proactively developed high-end manufacturing testing procedures and equipment; troubleshoot and repaired manufactured products.

Held responsibility for devising multiple testing solutions and equipment for both functional and operational product testing. Proficiently analyzed serial and parallel ports, PC Board and Schematic design, and supported automated testing equipment. Performed Bill of Material research and price quotes for standard and custom products. Documented test procedures and devised solutions to meet product design schedules.

Key Achievements:

Proactively improved quality and effectiveness of testing procedures.

Integrated and tested new testing equipment; oversaw product customization and support.

Participated in the improvement of assembly and packaging processes.

A.A.S.

Interest

- Travel
- Languages
- Audio/Video/Photo Restoration
- Hiking
- Computers

Bianca Boone

Ricardo Galindo

David Cardenas

Tony Kehlhofer

Multilingual Business Development Manager

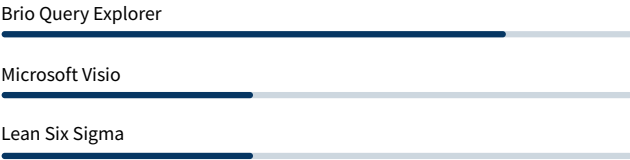
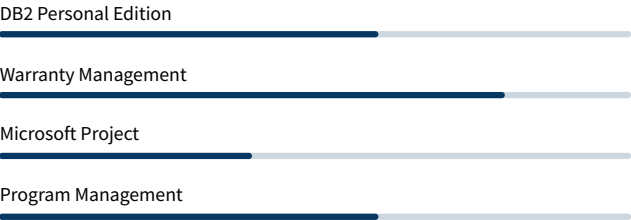
Ambitious, versatile and multilingual IT management professional with a demonstrated background in directing technical resource and client satisfaction programs to maximize productivity and enhance client retention. Proven expertise as Project Manager, overseeing field processes for various hardware and software resources. Offer expertise in the Information Technology industry in cross-functional project collaboration, customer satisfaction and process improvements. Fluent in English and Spanish. Advanced skills in Portuguese.

Portfolio



Languages

English Fluent / Native Language
Spanish Fluent / Full Knowledge
Portuguese Conversational - Advanced



Mar 2009 - Present Lean Six Sigma Green Belt Certified
Lenovo

