

# Anna D. Romero

247 Bristol Street  
Brooklyn, New York 11212  
E-mail: anna.romero@hotmail.com

Home Tel: (718) 676-5266  
Cellular: (718) 510-7961

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## Qualification Summary

Dynamic procurement/sourcing professional with thirty plus years of business experience delivering exceptional results through leadership and outstanding management skills gained through JPMorgan Chase and its predecessor Banks.

Extensive operations management and supplier relationship management expertise both with internal and outsourced contracts. Broad based knowledge of strategic sourcing best practices including supplier performance scorecard and service level agreement development and management. Analytical and creative thinker with strong negotiation skills and the ability to maximize resources and networks to achieve measurable results. Extensive procurement experience of business forms, print management, logistics and other goods and services. Demonstrated talent for working with internal and external customers and all levels of management. Subject matter expert of print production, document management and inventory management with a proven track record for delivering cost savings.

## Career Highlights:

- Proficient in the management of strategic print supplier relationships. Instrumental in the development and implementation of supplier business performance review and scorecard process.
- Extensive experience in the use of the Ariba Buyer purchasing system and catalog development/management.
- Successful planning and implementation of the outsourcing of the print management and inventory management programs at JPMorganChase in 2003 and 2005. The total forms inventory liability was reduced by over \$1.3MM in the first 6 months of the program implementation. Successful outsourcing and transition of the in-house forms management program in 1998.
- Served as vital interface to internal key clients and senior management as recognized source of expertise for print contract activities. Specifically, proven ability to manage procurement projects and work with internal clients to effectively manage vendor SLA compliance and resolve vendor-related problems.
- Results oriented, professional with a track record of dedication and commitment to provide leadership and print consulting services to internal and external clients to leverage best possible pricing. Documented and reported over \$700,000 dollars in cost saves and cost avoidance expenses during 2005.
- Robust understanding of procurement operations, acquisition of print/office product and good understanding and broad based experience of the sourcing environment. Extensive knowledge and work experience in supply chain management and strong vendor negotiation and client relationship management skills.
- Experienced in the development and analysis of request for information/request for proposal, new supplier selection and implementation. Demonstrated excellent problem solving skills and capable of working on multiple projects or initiatives.
- Good knowledge of six sigma methodology and experience with green/black belt project as core team member. Successful implementation of six sigma document management project resulted in \$400,000.00 direct and over one million dollars of indirect cost savings to the firm.
- Successful in the development, implementation and management of firm-wide forms management program. Implemented envelope and forms standardization program resulting in annual savings of more than \$350,000.00.
- Experience with merger integration initiatives with active participation in four bank mergers. Coordinated the conversion/consolidation of over 6,000 forms from the merged Banks and downsized the merged company forms library over 40%. Effective forms control reduced inventory obsolescence by over 33%.
- Extensive experience with implementation of corporate branding program, template changes and educating supplier and clients on their use during mergers and standard company corporate logo/name changes.
- Superlative business negotiation and influencing skills to resolve conflicts and remove barriers to achieve project success.
- Extensive understanding of client's products and processes, market place dynamics and competitor best practices.
- Experience with mentor relationships through formal company sponsored programs as well as informal relationships.
- Recognized and awarded with 15 service stars and recipient of 3 all star nominations. Super Achiever award with a published biography in 1982 and recipient of productivity key. Achieved quarter century club status milestone in 2000.

## Professional Experience

1997– 2006 JPMorgan Chase Bank, N.A./Chase Manhattan Bank, New York, N.Y.

*Global Procurement Services, Chase Business Services, Procurement & Managed Services  
Assistant Vice President/Supplier Relationship Manager*

- ◆ Management of strategic print supplier relationships. Responsible for monitoring supplier's day-to-day operations, performance and compliance to contract pricing and service level agreements in the domestic US. Responsibilities include management of supplier contract of print management, inventory management and distribution program with an annual expenditure in excess of \$30 million dollars. Develop and implement supplier performance business review and scorecard process. Support and manage supplier to coordinate print product procurement process to leverage opportunities and best practices across the firm. Team member and supporter of the corporate supplier diversity program.

- ◆ Perform supplier data audits and/or invoices to ensure transaction legitimacy, pricing accuracy and to validate supplier relationship reported spend. One audit resulted in a credit due from supplier in the amount of \$50,000 dollars. In partnership with Sourcing team and key stakeholders planned, coordinate and hosted supplier performance review session semi annually or as needed for assigned print commodity suppliers.
- ◆ Support strategic print supplier, develop and manage relationships with internal and external clients. Interface with client and supplier to develop and implement print solutions which enhance operational efficiencies and to ensure customer business need satisfaction. Act as driver to execute identified procurement and supplier management strategies. Work to resolve client and print supplier problems on a priority basis as they occur and follow up promptly and sufficiently to ensure a timely and satisfactory resolution.
- ◆ Prepare and issue request for proposals, review and approve bids and proposals and the acquisition of business forms and envelopes. Interface and work closely with Fulfillment Buyers to negotiate and improve pricing for print commodity whenever possible. Visit supplier manufacturing plant, warehouse and or service facility and perform onsite audits as necessary.
- ◆ Liaison to Corporate Marketing and work closely with print suppliers and clients in the implementation of brand identity guidelines, standards and changes
- ◆ Managed the national contract and strategic supplier for the Personalized Stationery Program with an annual spend of \$2.5MM dollars. Developed and implemented Lotus Notes based online ordering process and the development of the electronic ordering catalog. Items under this program include business cards, letterheads, envelopes, buckslips and various other stationery products and services.
- ◆ As print services subject matter expert, participate in Global Strategic Sourcing print contract negotiations when required. This includes the review and input of request for information, request for proposal development, provide print management document baseline data as requested and participant in supplier selection recommendation strategy session. After analysis, responsible for the implementation of new strategic print supplier as well as ongoing implementation of savings related strategy and quality improvement opportunities. Responsible for supplier product evaluation, testing and MWBE program support. Sourced commodities include business forms, envelopes, computer paper, financial print, printed binding supplies, research report production, personalized stationery, and other miscellaneous print programs and services.
- ◆ Provide consultation services to Fulfillment Operations buyers, JPMorgan Chase business unit clients in the domestic US, particularly subsidiaries or other authorized purchasing units. Recommend value added solutions which enhance line of business operational efficiencies within the print commodity. Specific business units serviced include, Chase Financial Services, Treasury & Security Services, Corporate Marketing, and other cross functional groups.
- ◆ Leadership role on the Check&Deposit Image Processing Project. Developed and implemented a design guidelines standards manual still in use today.
- ◆ Work closely with Global Procurement Services Procurement Enablement team with web on-line procurement ordering tool and other e-commerce application. Responsibilities include catalog development, testing, price validation and ongoing management and supplier enablement efforts when requested for assigned print supplier base. Web applications include, Dilligent, Circuit and Ariba ePurchase.

**1992-1997- Chemical Bank/The Chase Manhattan Bank, New York, NY, Assistant Vice President/Procurement Specialist/Forms Consultant**

- ◆ Managed the new merged bank firm-wide forms management program and directed the activities of a staff of 5 Senior Forms Analysts and Purchasing Specialists. Responsibilities included, order placement, resolve issues with suppliers and/or clients relative to quality, service, pricing and delivery. Performed staff evaluations and provided coaching, feedback, and training to maximize staff performance. Responsibilities included the replenishment of all inventoried items. Served as liaison between in-house warehouse/print shop (Chemgraphics), and clients. Negotiated with suppliers to obtain favorable pricing and terms for all Chase business units and monitored their performance and contract compliance. Prepared monthly savings and quarterly activity reports for management reporting. As a result of the merger of Chemical Bank and The Chase Manhattan bank, coordinated the conversion and consolidation of over 6,000 forms from both merged Banks.
- ◆ Reduced operational costs by leading the outsourcing of the in-house typesetting function to a low cost provider and reducing department headcount by 25%.

**1975-1992 - Manufacturers Hanover Trust Company/Chemical Bank, New York, NY, Assistant Vice President/Purchasing Manager / Forms Consultant**

- ◆ In 1992, selected forms manager of new merged bank as a result of the merger between Manufacturers Hanover Trust Company and Chemical Bank to replace the outsourced program previously in place at Chemical Bank. Managed a staff of eight and a library of over 5,000 forms. Responsibilities included firm-wide forms management services including forms analysis, design and typesetting services. Performed forms analysis and print consulting services. Interacted with all levels of management and staff to resolve problems and in the planning of design for business forms and other printed documents to ensure firm-wide standardization. Responsible for the procurement of in-house printed forms as well as inventory control. Developed departmental procedures and created customized reports and forms management modules via MMRS Purchasing System.
- ◆ Served as project administrator for the Chemical Bank Check Processing image capture project in 1995. Developed and implemented image document standards manual which was published in 1995 which is still in use today.
- ◆ Designed, implemented and managed bank-wide Forms Management Program. Managerial responsibilities included management of eight Forms Analysts, responsible for the efficient forms design, analysis and control of 4,000 forms and other print related documents with an annual expenditure of \$10 million dollars. This included responsibilities for inventory control and management of 1500 plus warehoused printed products.
- ◆ Performed business forms analysis and print consulting services for customers at all levels of management. Developed and implemented automated reports/procedures which reduced inventory obsolescence by 33%.
- ◆ Managed a staff of 12 staff responsible for providing word processing and typesetting/desktop publishing services bank-wide utilizing a variety of systems... Interfaced with the Telecommunications dept and was responsible for the annual production of the Bank Corporate Telephone Directory as well as various internal newsletters and other printed publications. Implemented and managed the Bank's first in-house typesetting program.

**Education** Document Management Industries Association (DMIA)  
American Institute of Banking, NY, NY  
Pace University, NY, NY  
Franklin K. Lane HS, Brooklyn, NY

**In Bank courses and Professional Training:**

Business Forms Management Association (BFMA) and Institute of Supply Management (ISM)  
Professional Educational Seminars and Conferences  
Leadership JPMorganChase; Fundamentals of Purchasing Negotiations and Elements of E-commerce;  
Six Sigma Methodology and Green Belt Training; Sourcing Management Skills; Effective Negotiation Skills/Negotiating Like a Pro; Forms Design and Forms Management, Business Forms Analysis and Printing and Production; Supervision Theory I&II- Working Through People; Performance Management; Creative Writing and Effective Presentations, Time Management, Elements of Offset Printing/Four Color Process Printing,

**Computer skills** Intermediate and Advanced skills of the Microsoft Office suite (Excel, Word, Power Point, Access, Lotus Notes)

**Languages** Fluent in Spanish,

**Professional Associations** Business Forms Management Association (BFMA) – New York Chapter President since 2002  
Institute of Supply Management (ISM) – formerly known as (NAPM)  
JPMorgan Chase Corporation Diversity Adelante Employee Networking Group (Business Unit Liaison for 3 years at JPMorgan Chase)  
JPMorgan Chase Women Interactive Network (WIN)  
Upwardly Global – Mentor Volunteer to Professional Immigrant Job Seekers

**Interests:** Latin music, dining, foreign cultures, antique collection, mentoring and travel