

**Luis Cruz**  
PO Box 278  
Plattekill, NY 12568  
Cell# (914) 475-2854  
tnla12568@aol.com

### **SKILLS SUMMARY**

- Strategic Sourcing
- Supplier Management
- Business Controls
- Consulting
- Client Relationship Management
- Contract Negotiation/Management

### **RELATED PROFESSIONAL EXPERIENCE AND SIGNIFICANT ACCOMPLISHMENTS**

#### **JP Morgan Chase:**

##### **5/10 – 1/11: Vice President - Sourcing Manager - IT Project Services**

- Used Ariba extensively to support our user community in all procurement engagements. Provide primary support in sourcing IT Services-related initiatives across multiple Lines of Business.
- IT Services are sourced both domestically and offshore and include: Application Development, Integration, Maintenance and Support, QA/Testing, etc.
- Accountable for competitively bidding, negotiating price and related business terms and relaying said terms into logical and meaningful contracts that are in compliance with the firm's policies, procedures and contracting principles. Provide key negotiation and pricing advice to assigned Lines of Business on each transaction with an emphasis on delivering bottom-line financial savings and/or risk minimization.
- Maintain necessary sourcing system data, metrics and spend analytics in support of departmental reporting and policy and procedure requirements.
- Successfully manage assigned suppliers to ensure best-in-class pricing, delivery and service consistency across the firm's Lines of Business.
- Assist in preparation of supplier risk assessments by acquiring in-depth knowledge of vendor products, services and financials.
- Develop and implement global sourcing strategies to achieve both one-time and annual reductions in spend while maintaining/improving customer service.
- Consistently demonstrate a high level of professionalism in behavior and performance with client organizations, SPS staff and other bank areas.
- Continually develop subject-matter-expertise in field of specialty. Remain current on competition, technology pricing trends, and industry practices.
- Maintain industry/product benchmarks to ensure world-class pricing. Develop, distribute and present meaningful commodity-specific reports to assigned clients.

#### **MetLife:**

##### **8/2007- 3/2010: Procurement Sourcing Consultant**

- Used Ariba extensively to support our user community in all procurement engagements.
- Implemented sourcing strategies for Professional Services assignments.
- Managed needs of internal customer / line of business and provide for development of statements of works, RFI/RFP's to support competitive bidding and contract completion.
- Created value-based requests for proposals.

- Use E-Procurement Tools for establishing projects and formal requests for proposal or requests for information.
- Team Lead for Vendor management of Professional Services suppliers. .
- Team Lead for Business Acquisitions for Professional Services Procurement.
- Ensure and document due diligence on pricing, internal reviews, vendor capacity, vendor financial status, and vendor selection.
- Coordinated proposals evaluation and selection of vendors.
- Ensure contracts include appropriate vendor performance requirements, key performance measures, vendor reporting requirements, and service level requirements.
- Worked with Legal and internal customers, develop contracts and master service agreements.
- Maintained vendor relationships and stay abreast of market trends, including identifying opportunities, issues, market conditions and economic indicators for assigned commodities or vendors.
- Planned actions to obtain cost reductions and process improvements through sourcing events and supplier management.
- Created opportunities for minority and women-owned business enterprises in assigned sourcing events.

### **American Express:**

#### **6/2007 – 8/2007: Purchasing Manager for Management Consulting**

- Used Ariba extensively to support our user community in all procurement engagements.
- Negotiated, created and executed cost-effective contracting for complex, high-risk products and services supporting industry-specific activities. Contract high-volume, high dollar services in a variety of indirect spend areas.
- Responsible for entire contract management process to include terms and conditions, use of appropriate tools and templates, pricing analysis and decision, project management and resolution.
- Negotiated contractual terms and conditions; successfully mitigated organizational risk; ensure compliance with appropriate approval process; and analyze terms to account for term length and compliance. Effectively negotiated cost savings and ensure reasonable rates to produce market competitive contracts.
- Develop, maintained, and updated comprehensive scopes of work with designated tools to create a well-defined charter to ensure correct project scope, goals, and roles/responsibilities and include all contract details - interpret, oversee, review for compliance.
- Managed end-to-end request for proposal (RFP) process - develop, issue, evaluate, score, complete RFPs. Issue requests for information (RFI) to help identify needs and requirements to define scope of services and statement of work.

### **IBM Corporation:**

#### **8/2001 – 5/2007: Global Sourcing Strategist / Team Lead**

- Team Lead for Business Acquisitions for Business Services Procurement.
- Negotiated and executed several global procurement agreements in support of IBM's Worldwide Channel Marketing and SMB Marketing. .

- Negotiated and executed complex global sourcing strategies, and pricing agreements for Business Consulting, IT Consulting, Financial Services, University Research, Sign Language Interpreters, and Translation Services. Manage complex supplier/client relationships with high customer satisfaction.
- Managed and maintained \$100 million dollars in Supplier Spend.
- Prepare and Managed RFI/ RFQ/RFP for Consulting, E-Procurement, Translation Services, and Financial Services engagements.
- Team Lead for Business Controls. Completed successful Sarbanes Oxley/Corporate audit of Business Services.
- Ensure all E-Procurement tools (e-invoicing) for suppliers use are updated and available.

### **3/2000 – 8/2001: Senior Buyer for Professional Services**

- Team Lead for E-Procurement Measurements for Business Services, achieved target goal of 98%.
- Negotiated supplier's agreements with price savings with various suppliers in the area of Professional Services and achieved target goals for Procurement strategy.
- Increased customer satisfaction rating while managing high-volume workload and rapidly changing priorities.

### **5/98 – 3/2000: Operations Manager**

- First-line manager for 20 IBM administrative support staff supporting the direct reports to the Chairman of the Board.
- Owned and managed vendor contract of 15 administrative contractors to support IBM.
- Supported three Senior VP's of the Chairman's Executive Committee.
- Created multiple jobshares to provide administrative support to our Executives.

### **1/97 – 5/98: Space Planner**

- Managed a complex move of over 200 staff members from Thornwood, NY to Hawthorne, NY, which include furniture's, and fixtures, hardware, and setting up a Development and Production Data Center.
- Coordinated day to day issues related to the facilities.
- Worked with the Telecommunication Team to setup network connectivity, printing, T1 and T2 setup.

### **6/95 – 12/96: Help Desk Project Manager/Team Lead**

- Project Manager and Team lead for the creation and support of Help Desk structure to support 4 in-house internet offerings for IBM.
- Responsibilities included: Customer Interface, Service Availability Manager, establishing procedures and processes for the Help Desk and supervisor a staff of 2 Help Desk Technicians.

### **United Parcel Service:**

#### **6/94 – 5/95: Help Desk Supervisor**

- Supervised a staff of 20 Technicians for a 24x7 help desk.
- Supported an in-house Manifest Shipping and Tracking Program for External Customers.

### **7/93 – 6/94: Second Level Support Analyst**

- Provided Second Level Support to internal Help Desk supporting in-house OS/2, Windows and DOS applications.

### **IBM Corporation**

#### **11/88 – 6/93: Senior Computer Operator**

- Senior Computer Operator Specialist for Mainframe Operations for Mid-Hudson Valley.
- Operated in the following platforms: VM, MVS, JEST, JEST, VTAM, and TCP/IP.

#### **7/85 – 11/88: Facilities Specialist**

- Handled fixed Assets, supply and mail room for IBM Site.

### **EDUCATIONAL BACKGROUND**

- Graduated 1985 State University of New York/Old Westbury: B.S. Degree in Business Management

### **Language:**

- Fluent in Spanish

### **COMPUTER SKILLS**

- Microsoft Office, XP; Lotus SmartSuite, SAP and Ariba.