Tracy L. French

11 Flag Hill
Chappaqua, NY

303 854 8879 (c)
TracyF.GG@gmail.com

Certified Professional - Supply Management

Lead ·Inspire ·Succeed: Business Director with solid record of leadership success and diverse, vertical experience. Driven to deliver results and satisfy internal and external customer needs. A reputation for accomplishing organizational goals through smart work, commitment to excellence and creation of a positive, collaborative environment.

Director, Merchandise Fulfillment, HARRY WINSTON New York, NY 2010-2011

Luxury Global Brand serving a high net worth client base

Recruited to lead department through business transformation to support corporate vision and re-emerge as premier source of exquisite, rare jewelry.

- **Supply Chain Management**: Managed in house and third party production, vendor selection, costing and pricing. Supervised fulfillment manager and analysts. Collaborated with cross-functional teams: product development, planning, materials acquisition, quality assurance, special orders, client services, inventory control and logistics.
- **Leadership**: Stimulated a team to support the common goal of increasing KPI's
- **Reporting and Analysis:** Develop production planning tools and enhancements for improved management in an environment of continually changing priorities. Reduced bottlenecks through improved capacity management. Improved KPI's

  -**Production Increase Results:** consistently achieved increases of 2-3 times over prior year's production in units.

  -**On time delivery Results:** increased from 58% to 88% within 6 months.

  -**Quality Assurance Results:** increased vendor quality performance ratings by 10 points.
- **Training and Procedures**: Authored two training and procedures manuals documenting **Microsoft Navision** processes and new hire orientation and training. Simplified processes.

Senior Buyer, SHANE COMPANY Denver, CO 2007 – 2009

Largest privately held jeweler, United States

- **Received Accolades:** from Executive Leadership and Ownership, [the product] "had not looked this good in 10 years."
- **Procurement and Asset Management:** Procured assortment, 23 stores, E-Commerce Site, non-branded and branded lines, direct sourcing. Developed strategies with Marketing.
- **Results Driven:** Surpassed department sales plan during Great Recession while simultaneously achieving targeted key performance indicators. GP, GMROI, Inventory Turn.
- **New Product Development**: Developed four private label collections: The Honey Collection, The French Collection, The OH! Collection and a Signature Shane Clasp.
- **Leadership:** Motivated staff during restructuring and conversion to **SAP** software. Coached staff throughout the transition. Created plan to re-allocate duties, developed job descriptions, and executed performance reviews.

Owner, TRACY FRENCH & COMPANY Memphis, TN 2001–2007

- Owner: referral-based, luxury, consumer product start-up business.
- Manufacturer's Representative, CSG-Eurostar; Director Merchandising, Simply Diamonds; Director Sales, Cleo Collection. Increased sales for each of the three lines each year.

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EARLY PROFESSIONAL CAREER

Merchandise Manager, S. Fargotsteins & Sons, Wholesale Jewelry Memphis TN 2000-2001

- Motivated buying staff of three and administrative staff for a luxury product. Initiated companywide product knowledge training program. Managed inventory to better serve 4000 retail accounts and national sales staff.
- Increased sales, eliminated low turning product, and shifted supply chain to prime sources. Worked with marketing to develop strategy for department.
- Liquidation: Refocused department efforts to maximize revenue to accomplish owners exit strategy.
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Buyer & Merchandiser, Call Jewelers, 13 stores, Fine Jewelry Phoenix AZ 1990-2000

- Developed, purchased, tracked and controlled assortments for a high value, luxury product for a regional, independent chain store (13 stores)
- Identified purchasing needs, sourced suppliers and performed quality control.
- Increased sales 25% in the first year with continued increases thereafter.
- In 3 months, promoted from Sales Associate to Store Manager. Hired and trained staff for the 10th store.

MILITARY SERVICE

U.S. ARMY, Intelligence Analyst and Leadership Instructor 1981-1989

- Instructor: 5th & 8th Infantry Division Leadership Development, **Top Secret** Security Clearance, **Awards:** Post Soldier of the Month, 5th Infantry Division.

EDUCATION

B.S. Business Administration, University of Phoenix, Phoenix, Arizona 1996
Purchasing Management Certificate, University of Phoenix, Phoenix, Arizona

CERTIFICATIONS AND MEMBERSHIPS

Certified Professional in Supply Management (CPSM), Institute for Supply Management
Karrass Effective Negotiating

Institute for Supply Management

US Army Veteran