

KYLA CONLEY

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OBJECTIVE

Program Management and Customer Experience Professional with 5+ years of proven experience in strategic sourcing, sales management, and retail operations. Seeking an opportunity to leverage strategic problem solving and analytical decision-making skills to support a forward-thinking, collaborative team within Talent Acquisition and Development.

EXPERIENCE

MCKESSON CORPORATION

ASSOCIATE PRODUCT MANAGER – STRATEGIC SOURCING

February 2015 – August 2017

- Implemented a program to educate new hires on department functionalities, operational insights and best practices. Liaison between executive leadership and business segment to create professional development opportunities and improve employee culture experiences
- Managed relationship full cycle bid-to-launch negotiations for 50+ generic pharmaceutical suppliers including industry top tier. Utilized Salesforce.com to implement sourcing strategies for 7000+ products, which generated \$11B in annual revenue
- Collaborated with senior leadership and cross functional teams on several highly visible projects to identify and resolve operational issues and implement process improvements; these projects collectively realized and collected over \$1M in project financial savings from suppliers as Six Sigma Green Belt

VERA BRADLEY

TEAM LEAD MANAGER

December 2010 – April 2015

- Engaged customers by utilizing consultative selling techniques, building relationships and consistently exceeding customer expectations which led to a consecutive 3-time annual award - "Store that provides best customer service"
- Coached a team of 20 associates to exceed sales goals by cultivating customer relationships and create repeat clientele; assisted store managers in candidate screening and interviewing process
- Partnered with retail locations within regions to implement strategic initiatives to increase store traffic (i.e. promotional events, small in-house services, free merchandise)

YELP, INC

ASSOCIATE ACCOUNT EXECUTIVE

February 2014 – July 2014

- Managed the full sales cycle in order to obtain new business: cold called and qualified small businesses, assisted decision makers identify advertising program that best fit their budget and needs
- Used Salesforce.com to develop leads and managed 150+ businesses across all verticals in 3 national territories

LIBERTY MUTUAL

SENIOR UNDERWRITING SUPPORT ASSISTANT

October 2009 – January 2014

- Simultaneously facilitated 3 work process improvement projects to improve and simplify departmental productivity which reduced annual spend by 10%
- Supervised a team of 15 insurance assistants; delegated workflow to prioritize tasks in order to meet SLAs and exceed KPIs and client expectations. Subject Matter Expert and trainer on updated workflows and company platform enhancements; trained cross functioning departments on new work processes
- Partnered with senior leadership to analyze employee feedback and develop and implement culture improvements

EDUCATION

Bachelor of Science, Sales and Marketing
Tuskegee University, Tuskegee, AL