

JENNIFER DORRE, PMP

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PROFILE

Accomplished senior executive with record of launching and managing operations for top-tier organizations. Spearheaded major corporate projects and initiatives to support sustained growth. Talent for fostering open communication among all levels of staff and management. Adept at directing administrative, financial, and operational activities. Earned reputation as effective leader, resourceful problem solver, and catalyst for process improvement.

CORE COMPETENCIES

Corporate Planning	Operations Management	Executive Presentations
Change Management	Organizational Development	Financial Planning & Reporting
High-profile Project Leadership	Performance Analysis & Reporting	Team Building & Collaboration

PROFESSIONAL EXPERIENCE

D.O.R.R.E- DEVELOPING OPERATIONAL RIGOR, RELIABILITY, & EXCELLENCE, New York, NY

Principal Consultant (2017-present)

Provide consulting services to help companies drive operational efficiencies, improve business agility, and strengthen financial performance. Expertise includes project management, business process mapping, organizational design, team development, change management, and concept to consumer process improvements.

OVANDO DESIGN AND PRODUCTION, New York, NY

Head of Operations (2016 – 2017)

Managed company operations, including 50-member team (9 direct reports), covering production, retail stores operations, human resources, design, warehouse, and finance. Reported to Owner/Founder. Evaluated current team and procedures to establish the best end-to-end sales to consumer process solutions for events, weekly subscriptions, and retail business channels. Implemented formal 90-day review structure for staff on-boarding, coaching, and development to enhance staff morale, performance, and productivity while reducing recruitment expenses. Regularly monitored P&L and Balance Sheet and devised strategies to consolidate operations and reduce operating costs. Identified ways to tap best practices of top-performing locations to improve overall profit.

- **Managed** the re-design and layout of the company's 5000 square foot warehouse improving overall functionality, creating inventory control, and reducing production lead times.
- **Oversaw** IT operations and process improvements. Vetted, hired, and worked with software developer and outside tech agency to enhance existing system and identify future software needs to sustain business growth.
- **Decreased** cost of goods by 7% and manufacturing costs by more than 25% by developing invoice management process and implementing pre-production planning to reduce overall labor hours and overtime expenses.
- **Realized** 13% increase (+\$520K) in gross margin dollars, 8% gain in gross profit on 10M topline sales.
- **Increased** net income by 400% over prior year, despite -3% sales decline, through careful control of expenses.
- **Directed** all retail stores operations for multiple NY area locations.
- **Drove** double digit sales increases (+12%) at flagship store through strategic product selection, regular visual merchandising, and more rigor around resource and inventory management.

DAVID YURMAN, New York, NY

Executive Director of Operations (2013 – 2016)

Liaised between CEO and Executive Committee to set priorities, facilitate decision follow-up, and drive cross functional operational execution. Managed \$6 million budget and 5 direct reports. Oversaw company calendar, addressed potential risks and removed road blocks. Tracked product development targets/ratios against actual execution and managed variances. Interacted with outside vendors.

- **Transitioned** over 15,000 active skus to new distribution center. Created inventory procedures to ensure quality control in transit and create accurate financial reporting for quarterly audits.
- **Developed** process solutions to drive on time completion of initial concept strategies. Reduced concept-to-consumer time by half through rigor in cross-functional communication, focus on production-ready samples, and enhanced vendor involvement.
- **Partnered** with IT team and ERP vendors to provide quality user requirement information and ensure successful companywide implementation for product lifecycle and warehouse management systems. Planned and oversaw training of design end users and managed all aspects of transition to the new systems while maintaining daily operations.
- **Evaluated** existing teams and procedures to identify process gaps and communication breakdowns.
- **Increased** on-time deliveries by 56% by spearheading process, communication, and calendar improvements.
- **Raised** productivity an average of 20% through process optimization.

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LIMITED BRANDS/VICTORIA'S SECRET INTIMATES, New York, NY

Director of Operations, Lingerie, Sport, and Gift with Purchase Accessories (2010 – 2013)

Defined strategies and directed operational view of design development process, speed-to-market initiatives, and special projects for division producing \$3 billion in annual sales. Assisted VP of Operations to manage \$1.5 million annual departmental budget. Directed project management team to create and maintain design calendar with consideration to forward planning, risk potential, and company calendar. Tracked seasonal development against financial line plans to manage variances, balance priorities, and distort resources. Managed 4 direct reports and supported 3 EVPs of Design.

- **Directed** project to bring signature cotton program (#1 volume-driving category for VS brand) from design to market in less than 90 days; a 70% improvement on baseline performance.
- **Spearheaded** inception of brand new division/category (Super Model Essentials), executing CCO's vision of combining loungewear and accessories. Partnered with Design, Finance, Merchandising, and Operations Teams to devise business case and drive category to fruition.
- **Overhauled** Technical Design Process by creating method for scheduling/meeting deadlines, replacing previously ad hoc exercises, maximizing resources, and enhancing vendor communication. Process impacted 2,000 garments annually.

Manager of Operations, Provocative/Shapewear/Hosiery (2007 – 2010)

Drove logistics and operations for 30-member design and concept team. Managed seasonal calendars and process for product design and development for \$1.5 billion in annual volume companywide. Analyzed seasonal line plan data to ensure development ratios were aligned with business strategy. Led set-up for seasonal presentation of product.

- **Managed** launch of new shapewear business, producing \$50 million in annual sales growth.
- **Led** project to develop and repackage entire hosiery division (producing 500,000 units annually), enhancing brand image and boosting product relevance in stores.
- **Reduced** 56-week calendar to 44 weeks, significantly reducing design re-work due to more timely selling information.
- **Optimized** upfront development process, enabling synchronization of departmental timelines.

Manager Pre-Production/Product Commercialization (2006 – 2007)

Evaluated, trained, and mentored staff. Resolved critical development and sourcing issues. Created seasonal bill of material and color/component charts. Initiated and tracked proto costs to hit target retail price points and IMU goals.

Senior Product Development Coordinator/Product Coordinator (2004 – 2006)

Facilitated start-up of division that ultimately developed into VS Design R&D Studio. Devised initial speed-to-market model for company. Collaborated with design on aesthetic, fit, technical issues, and final edits for products in development.

ANN TAYLOR, New York, NY

Production Assistant, Woven Tops (2003 – 2004)

Managed purchase orders from style adoption through delivery. Ensured delivery, costing, gross margin, and quality were met.

Assistant Merchant, Refined Separates (2002 – 2003)

Facilitated all aspects of operational management of \$85 million department.

RALPH LAUREN (Polo Jeans Company), New York, NY

Account Executive Men's Division, May Co. Department Stores (2001 – 2002)

Planned and managed operations of \$20 million in department store business.

EDUCATION/PROFESSIONAL DEVELOPMENT

WEST VIRGINIA UNIVERSITY, Morgantown, WV

Bachelor of Music

VILLANOVA UNIVERSITY (Professional Education)

Six Sigma Green Belt – 4.0 G.P.A.

PROJECT MANAGEMENT INSTITUTE

PMP certification- license #2011811

SEARS ROEBUCK AND CO., Hoffman Estates, IL

National Executive Training Program 1998-1999

COMPUTER/TECHNICAL SKILLS

Expert: Microsoft Word, Excel, Outlook, Project, PowerPoint, and PLM

Familiar: WordPress, Salesforce, WMS- Oracle/SAP