

VINCENT P. LAUDE

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SUMMARY OF QUALIFICATIONS

Experience leader interested in obtaining a challenging position in a field where I can best utilize my leadership experience and ability to cast a vision, identify process improvement, implement change, lead teams to produce results in a fast-paced and evolving environment, build relationship with direct reports and clients, grow accounts, and superior talent to react quickly to changing and challenging situations while ensuring business objectives are met and exceeded.

CORE COMPETENCIES

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|------------------------------------------|---------------------------------|
| - Integrity | - Communication |
| - Change Management | - Innovation |
| - Leadership (Onsite & Remote Employees) | - Coaching & Mentoring |
| - Project Management | - Facilitation & Training |
| - Relationship Management | - Process & Systems Improvement |
| - Account Development | - Sales Support & Fulfillment |

WORK EXPERIENCE

Oakwood Worldwide – Phoenix, Arizona

Operations Manager, Global Housing Solutions

June 2018 – Nov. 2019

- Implemented organization transformation by centralizing 24 US Offices to the Sales and Service Center.
- Managed Global Fulfillment team responsible for the Americas, Latin America, and Canada.
- Worked closely with cross-functional Senior Leadership team to develop and implement organizational strategy, fulfillment, and technology initiatives.
- Partnered with HR to develop new roles and responsibilities, hire, and on-board new team members
- Worked with IT to create new systems, and technology enhancements to drive productivity, gain efficiencies, and ensure compliance on contractual obligations.
- Worked with Project Manager to create lean processes, document SOP's, identify gaps, and implement process improvement and change.
- Partnered with Global Account Directors and Director of Sales to on-board new clients, enhance customer/client experience, collaborate and strategize to grow their account deck.
- Mentored, led, coached and developed 4 operations supervisors that oversee the 5 Global Customer Fulfillment departments of approximately 75 employees.

Oakwood Worldwide – Phoenix, Arizona

Operations Supervisor, Customer Fulfillment/National Accounts

June 2013 – June 2018

- Coached and mentored 19 direct reports, supporting National Accounts and Supply Chain.
- Attended sales calls to strategize, debrief, and assist in business-to-business sales wins.
- Created, improved, and implemented intern program (Nestle, Honeywell, Altair Boeing, Mozilla, JC Penny).
- Documented and implemented new departments within Worldwide Sales and Service Center (Guest Service Representative, and Sourcing Optimization).
- Partnered on committee with sales and operations leaders (Vice Presidents, Regionals, Directors) to create strategies for low-effort superior customer experience.

- Determined and managed implementation of system enhancement. Systems included: Siebel Sales CRM, OSCAR, EchoSign, and Epic e-procurement.
- Certified MAGIC Facilitator, part of Oakwood's University MAGIC team.

National Corporate Housing – Phoenix, Arizona

Assistant General Manager, National Reservation Center

November 2012 – June 2013

- Managed daily operations to provide the necessary support functions ensuring the success and profitability of the organization.
- Conducted weekly meetings to coach and develop National Account Coordinators in the office and remotely to maintain and grow their account deck.
- Completed chair-side and daily meetings with associates to improve day-to-day operations and increase efficiency and effectiveness.
- Created and streamlined SOPs to make the team more efficient and successful.
- Supported and offered back-up coverage for National Account Coordinators, Rental Solutions National Account Coordinators, and Hotel team.
- Prepared reports on performance metrics, including: close ratio, pending, lost opportunities, and weekly client reporting to Director.
- Involved in projects such as: Client Relationship Manager (CRM), Natural Disaster Emergency Event Team, Cartus Process Improvement, and Quote Roller Enhancement.

Oakwood Worldwide – Phoenix, Arizona

National Account Coordinator

October 2005 - October 2012

- Day-to-day liaison for Oakwood's top government, private industry, and relocation clients Maintained client relationships, growing accounts, and managing high volume of housing requests, service requests, and move-ins.
- Prepared monthly customer performance metrics to Account Executive on opportunities created, booked, and lost.
- Participated in National Booking Pilot that allows me to book a reservation without reaching out to local office.
- Coached and developed associates, including doing chair-sides, one-on-ones, reviewing calls and housing requests, and assisting escalations.
- Collaborated with key internal service teams to provide the perfect home away from home experience for clients and guests.
- Participated in planning sessions and in-person sales calls for top relocation customers such as Microsoft and Mobility Service International, and client business reviews such as State Department and Altair Boeing.

AWARDS

- ❖ Most Valuable Player of the Year 2011
- ❖ Most Valuable Player of the Year/President's Club 2010
- ❖ Customer Service Coordinator of the Year 2008
- ❖ Associate of the Quarter, 1st Quarter 2008
- ❖ Internet Account Coordinator of the Year/President's Club 2006
- ❖ Internet Account Coordinator/Star Performer of the 2nd Quarter 2006
- ❖ Associate of the Quarter for Third Quarter 2006

EDUCATION

Estrella Community College – Avondale, Arizona

License Practical Nursing (Completed in March 2011)

Glendale Community College – Glendale, Arizona

General Courses (2001-2003)

Alhambra High School – Phoenix, Arizona

HS Diploma (2000)