

Steve Tucker

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Highly proficient and skilled operational executive recognized by peers, customers and employees for excelling in building high performing partnerships and team relationships. Passionate in leading growth, development and improvement. Enthusiastic about developing brands, people and organizations.

ACCOMPLISHMENTS

- Led client company deal coaching against 10x sized competitors: won contract for 1.74 times RFP budget.
- Developed, implemented and managed 2 multi-year contracts with more than \$10 million in annual sales.
- Led start-up from inception to \$19.8 million in annual revenue in 5 years.
- Developed and directed market distribution agreements to maximize pricing power and performance for 3 consumer product brands.
- Saved hauling/transportation company approximately \$5.2 million in 1 year by recognizing operational opportunity to multiply productivity while reducing cost of line item operation by 60%.

SKILLS

Revenue and Profit Growth & Maximization
Product Development & Management
Competitive Advantage & Positioning
Operations Management
Profit and Loss Ownership

Personable & Analytical
Team Building Expertise
Accomplished Negotiator
Strong Work Ethic
Effective Leader

WORK HISTORY

Managing Partner, 12/2013 to Current

Enviro-Master Services of Atlanta – Atlanta, GA

- Led sales and customer acquisition efforts, driving over 600 new customers in 48 months.
- Negotiated prices, terms of sales and service agreements with executive decision makers.
- Collaborated with sales and operations teams to penetrate the market with new product and services, identify and capture new customers and grow multi-unit customer base from start up.
- Trained, coached and mentored staff to ensure delivery of high quality outcomes and service excellence across the enterprise.

Director, 08/2006 to 10/2013

SME Business Solutions, North American Professional Services Company – Atlanta, GA

- Guided and led implementations that positioned client companies to gain competitive advantage and win more business.
- Led deal coachings that enabled clients to win against larger competitors.
- Provided leadership and guidance in cultural and organizational development, sales and marketing proficiency.
- Built strategic alliances with market partners that vaulted brand and revenue growth for clients.
- Identified opportunities, threats and challenges to accurately build and implement business growth plans.

Managing Partner, 07/2002 to 12/2010

IDC of Kentucky, Incorporated – Tompkinsville, KY

- Led this start up from inception to \$19.8 million in annual revenue in 5 years.
- Developed and directed multiple market distribution agreements to maximize pricing power and performance.
- Developed and directed manufacturing and supply chain, government compliance, warehousing & logistics management and multiple \$2M-\$5M sales programs.
- Built strategic alliances with distributors that resulted in product dominance in targeted markets, outselling competitors by 4:1
- Managed a \$13.5M annual operating budget.
- Traveled nationally and internationally to meet with suppliers and manage all aspects of product and supply chain.

Special Projects Leader, 08/2000 to 09/2002

Waste Management, Inc – Florida Region

- Led Customer Retention initiative that increased customer retention by 31%.
- Led customer focused initiatives that grew Customer Satisfaction from 33% to 100% in multiple districts.
- Provided leadership and training to cross functional teams resulting in the success of programs of varying types and scope across 27 districts with 13,000+ employees and \$1.3 billion annual revenue.
- Assessed the impact of business processes and practices on users and stakeholders.
- Developed a set of metrics derived from raw company data to track improvements in organizational efficiency.

Division Manager, 04/1999 to 08/2000

Callaghan Enterprises, Inc – South Florida

- Boosted gross yearly sales from \$3MM to >\$6MM in 15 months.
- Increased profits by 165% by spearheading customer selection process and elimination of high risk, low margin customers.
- Depleted and liquidated an obsolete and defunct inventory; increased inventory turn by 216%, reduced inventory capital requirement by 38%.
- Built two management teams and converted a contrary workplace culture into an empowered environment in three regional locations.
- Effected the implementation of new safety standards and policies; decreased safety related losses by 21%.

General Manager, 09/1991 to 04/1999

S & J Development, Inc – Bradenton, FL

- Led this general contracting firm specializing in remedial construction, selling to residential and commercial boards of directors, property owners, associations and property managers.
- Developed new promotional strategies and joint marketing programs with suppliers that increased revenue over 400% and profit margins by 164% in 3 years.
- Led the development and re-branding of the company that drove brand awareness, recognition and growth to become a recognized household name in the markets served.

Sales, Sales Manager, Department Head, 01/1980 to 01/1991

First Team and Royal Automotive Groups – Southeast United States

- Began as a Salesperson and progressed to management positions across the enterprise including Sales, Service, Warehouse and Inventory Management, Collision Center and Community Relations.
- Supervised a sales force of up to 35 sales associates.
- Planned and directed staff training and performance evaluations.
- Trained incoming sales team members.

Petty Officer 3rd Class, Submarine Service, STS3 SS, 01/1976 to 01/1980

U.S. Navy, Submarine Service – Groton, CT

Served a decorated enlistment on 2 nuclear powered fast attack submarines.

EDUCATION

University of Florida - TREEO - Gainesville, FL

Certified Operations Manager: Operations Management, 2000

Business Management Program: 2008

UC Davis - Sacramento, CA

Executive Business Management Curriculum

SERVICE

Shriner's Hospitals for Children / Leah McCammon Foundation • C3G Christ Centered Career Group

University of Georgia Student MBA Program • Northpoint Community Church • Marcus Autism Center