

Richard Lori

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Improving Efficiency and Profitability

www.richlori.com

Project Manager

Project Management | Process Improvement | Marketing | Communication | Analysis

A recognized front-runner adept at process improvement, streamlining systems and implementing higher efficiency procedures that result in increased company profitability. A demonstrated ability to view things with a unique perspective and find better alternative solutions. Developed software and systems both individually and as part of project teams that eliminated duplication of effort, automated work flows and increased employee productivity. Winner of Time Warner Cable's TQS Award for teamwork.

- Demonstrated talent to increase efficiency
- Leadership skill and visionary ability
- Able to work independently or in a team environment
- Intuitive capacity to analyze and break down multifaceted projects
- Broad educational and industry background

EXPERIENCE

Project Manager

Spectrum Enterprise – Milwaukee, WI

November 2005 (started as contractor) – Present



Direct the installation projects for fiber optic and other advance services PRI, SIP and Managed Router. Ensure projects remain on track and maintain a strong working relationship with customers by keeping in communication regarding the progress of their project.

- Successfully managed the installation of over 300 customers in a one year time period including S.C. Johnson, Oshkosh Corp., Snap-On Tools, Green Bay Packers, Milwaukee Bucks, Milwaukee Public Schools and Rexnord Corporation
- Wrote a database tool that reduced construction status research time by 75% (DOCK Lookup Tool)
- Created training documents to assist co-workers in procedures and technical knowledge
- Winner of Time Warner Cable's Total Quality Service (TQS) Award for teamwork
- Developed a cable monitoring software package, Net Tracker, that reduced data compilation time by 90%

Previously worked in Business Class Tier 3 Technical Support, Residential Tier 3 Technical Support and Customer Service departments.

Operations Manager

Bear Realty of Kenosha, Inc. – Kenosha, WI

August 1993 – February 2005



Performed various key roles throughout tenure.

Marketing

Developed a postcard marketing system and wrote the computer program to create and address the postcards. Created custom marketing collateral materials such as brochures and flyers. Produced a marketing video to recruit new sales agents.

- Slashed postcard production time from 45 to 5 minutes
- Reduced mailing turnaround from 2 weeks to 3 days
- Improved recruiting success rate from 60% to nearly 100% with the use of the marketing video
- Increased website traffic by developing a system for virtual house tours

Commercial New Construction Manager / Leasing Agent

Headed the development of new retail, office and industrial centers. Interfaced with architects, engineers and construction personnel. Directed the rehabilitation of retail strip centers.

- Met with municipal personnel and zoning committees to gain approval of projects
- Negotiated leases with local and national tenants

Property Management

Managed a portfolio of 900 residential and commercial rental units. Led a staff of twenty-five onsite managers and maintenance personnel. Negotiated contracts with outside contractors.

- Streamlined the application process reducing turnaround from one week to two days
- Developed a lease database program, reducing administrative labor by 50%

Training

Educated personnel in both classroom setting and one on one for computer, phone, security and other systems. Taught Realtors to produce a comparative market analysis and present it to clients. Assisted staff and Realtors on a daily basis with hardware and software problems (IT help desk.)

- Created training documents
- Produced some 30 minute training videos to train Realtors in specialized areas of real estate

Network Administration

- Expanded network from ten to eighty users
- Transformed network from a single Netware server to 5 Windows servers; including MS Exchange, MS SQL and Windows Terminal servers.

Residential Real Estate Sales

- First year sales volume over one million dollars
- Published a bi-monthly marketing newsletter
- Created brochures and ads

Maintenance / Production Supervisor

Gallagher Corporation – Gurnee, IL

July 1990 – August 1993



Supervised maintenance personnel on all shifts. Led second shift production personnel. Developed methods and test fixtures to repair electronics on specialized urethane machines.

- Reduced raw material waste from 50% to 17% by altering production methods
- Decreased production downtime by 75% by creating a preventive maintenance program
- Increased processing machine up-time by 6% through new calibration procedures

EDUCATION

Carthage College

Kenosha, WI

Bachelor of Arts (B.A.), Marketing, Psychology. Minors in Business Administration, Computer Science, History

CompTIA Certifications

A+, Network+ and Security+

INTERESTS

Volunteer Efforts

Vice President, Board Member

The Kenosha Theatre Restoration Project

April 2002 – Present

A non-profit organization dedicated to restoring the historic Kenosha Theatre, the last remaining movie palace between Chicago and Milwaukee

Publications

The Parallel Conspiracy

e-Verse Media

October 2, 2012

A unique science fiction action-adventure novel

<http://www.amazon.com/dp/0988474107>