

Jay Lowy

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Operations Leadership | Business Transformation | Lean Six Sigma MBB

Continuous Improvement

Scalable Growth Strategies & Execution

OKR / KPI Performance Management

System & Resource Optimization

Cost Management & Productivity

Project & Change Management

Supply Chain Leadership / S&OP

Robotic Process Automation

Degrees: MBA, Engineering & Technology Management, University of Dallas (1999)

BA, Business Administration, California State University, Fullerton (1989)

Industries: Manufacturing / Consumer Products (Medical Device, Alloy & Ceramic Materials, Additive / 3D Printing, Automotive Aftermarket, Transportation, Outdoor Sporting Goods, Fashion Apparel & Accessories); **Financial Services** (Auto, Mortgage, Remarketing); **Private Equity Operations; Pharmaceutical Distribution; Consumer Technology**

WORK HISTORY

SMB Operations & Leadership

(2017-2019)

- Avant Garde: Custom Wheel Manufacturing
 - Implemented scheduling software to improve production tracking and manage WIP.
 - Established new paint finishing operation to insource jobs from unstable vendors.
- MOXKOR: Loss Mitigation and Remarketing Service provider to Credit Unions.
 - Reduced days to remarket by 20 days, improving recoveries by \$200K per month.
 - Led RPA efforts saving \$150K per year and eliminating Honduras outsource vendor.
 - Conducted vendor consolidation: Defined KPI dashboard and reduced auction vendor count from 195 to 55, lowering contract pricing by 20%.
- The Studio: A Startup Manufacturer of Custom Apparel and Accessories.
 - Achieved \$10M series A funding.
 - Restructured global operations of Philippine call center and China production offices.

Chief Operating Officer, The Argen Corporation

(2012-2017)

- Established the Dental industry's highest volume digital manufacturing lab. Largest install base of CNC mills and 3D printers. Grew digital throughput from 400 to 5,000 orders per day with 24-hour turnaround. Generated revenue of \$150M.
- Established manufacturing operations for new FDA regulated materials and medical devices.
- Eliminated more than 1,000 underperforming SKUs, and successfully reduced inventory of precious metals 21%, while maintaining 99% service levels. Program reduced expenses \$300K.

Vice President, Operations Executive, Cerberus Capital Management

(2007-2011)

- Core team member of Cerberus \$7.4B acquisition of Chrysler Motor Company. Conducted due diligence on manufacturing plants and completed lease vehicle residual value analysis.
- PMO Leader for Blue Bird Bus Company Supply Chain Initiatives. Improvement efforts generated \$25M inventory reduction.

- Surge team leader for Remington's order management organization. Defined SAP enhancements for ATP, backorder management, customer delivery priorities, finished goods inventory, S&OP, and allocation models.
- Initiated new Operational Excellence / Six Sigma organization within domestic and international operations for GMAC. 7 GMAC lease return projects generated \$23M of incremental revenue
- Achieved highest marks in Cerberus Annual employee performance review. Rated as "High Achiever," "Exemplary Leadership," and "Highest Potential" for advancement.

Lean Six Sigma Master Black Belt, GE Capital (WMC Mortgage) (2006-2007)

- Sr. MBB responsible for LSS activities within organization. Direct reports: 1 MBB, 6 BB.
- Led Regional Business Center effectiveness projects on loan submission process to reduce cycle time on jumbo loan applications and funding from 21 days to 4 days.
- Facilitated Company Net Promoter Score activities to establish baseline for customer satisfaction and identify areas of opportunity for improvement.
- Facilitated ideation sessions and implemented 25+ transactional projects, saving \$2M.

VP, Remarketing, Dir. Cost Mgt, LSS Master Black Belt, Triad Financial (2001-2006)

- Increased average revenue from vehicle sales 20%, resulting in a \$30M reduction in credit loss.
- Established Six Sigma/Process Excellence organization that successfully achieved \$2.5M of annualized savings its first year.
- Developed cost management program used for forecasting, budgeting, variance analysis, and process improvement.
- Provided Lean Six Sigma training to 24 vendor locations.

Early Career

- **Senior Process Manager, Gateway Computers**
- **Six Sigma Black Belt (first wave), Regional Mgr. Credit & Collections, McKesson Drug Co.**

ADDITIONAL EXPERIENCE

Program Advisory Committee Member, Gemological Institute of America (2014-2017)

Advisory Board Member | Adjunct Professor, CSUF Extended Education (2006-2019)
Leadership Development, Six Sigma, Business Analytics

Six Sigma Master Black Belt Certification (2001)

Functional Department Leadership: Operations, Customer Service & Call Center, Sales Operations, Human Resources, IT, Project Management, Operational Excellence, Supply Chain, Fulfillment, Manufacturing, Regulatory, Distribution, Credit, Collections, Cost Management, Remarketing, Titles, Transportation, Accounts Receivable, Accounts Payable, Inventory, R&D, Security, Facilities, Maintenance, Business Analytics, Quality Systems, Product Engineering, Warehousing, Shipping, Receiving, RMA Processing

Domestic and International Business Operations. Extensive travel as needed, where needed.