

BRUCE REDMOND

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SUMMARY

Sales Engineer/Technical Writer/Consultant with combination of technical skills and strong ability to communicate with technical and non technical staff and customers.

Special expertise in:

- Problem solving and project management
- Team facilitation and cross-functional collaboration
- Trial planning, coordination, and communication
- Writing instructions, proposals, and reports (trial and program status)
- Development and facilitation of customer-supplier business reviews
- Training program development and presentation

EXPERIENCE

KEMIRA CHEMICALS, INC. Kennesaw, GA
Provider of paper and water technologies.

Site Manager 2009-2010

Contributed significant technical, organizational, and communication skills to a supplier site team that converted and serviced a competitively-held account worth \$3 MM/year in revenue.

- Produced over \$1,000,000/year savings for a customer by successfully converting chemistries and counseling on chemical and pulp and paper making best practices.

ASHLAND HERCULES WATER TECHNOLOGIES, Wilmington, DE
Provider of paper and water technologies.

Senior Support Engineer 2006-2009

Contributed significant technical, organizational, and communication skills to a supplier site team that converted and serviced a competitively-held account worth \$6 MM/year in revenue.

- Produced over \$500,000/year savings for a customer by utilizing new technology and counseling on chemical and pulp and paper making best practices.
- Saved customer \$15,000 by developing and conducting specialty chemical training.

SUPERIOR AVIATION, INC., Iron Mountain, MI
Provider of On Demand, air cargo and passenger charter services and aircraft maintenance.

Director of Sales and Marketing 2005-2006

Provided sales and marketing support for charter passenger and air cargo service.

- Developed and implemented the company's first formal marketing plan and strategy as well as a target account sales plan.
- Assisted current aircraft owners in upgrading to newer aircraft and consulted with companies who wished to own fractional shares of aircraft.

NALCO CHEMICAL COMPANY, Naperville, IL

Provider of integrated water treatment and process improvement services, chemicals, and equipment.

Senior Consultant - North American Major Accounts

2001-2003

Advanced value delivery and communications by leading, coaching and monitoring the implementation of value documentation and improving the ability of the sales force to communicate with customers' buying influencers.

- Maintained \$9 million/year in sales that was in jeopardy and improved credibility with a dissatisfied customer by leading a supplier/customer team in solving organizational and technical problems.
- Maintained \$6.5 million/year in sales by developing and conducting an audit program that ensured that Nalco's sales representatives were using best account management practices.
- Increased Nalco sales by \$1.5 million/year and credibility with a customer through coordination of a customer/supplier team.
- Saved Nalco \$85,000 in outside training costs by developing and conducting a training program with the goal of improving sales representative ability to communicate with customers' upper management.
- Facilitated a \$12 million productivity savings project for a customer that included leading a customer/multi-supplier team in solving a production problem.

Technical Support Manager - World Wide Technical Support Group 1999-2001

Coordinated technical support activities in North America, and due to high demand, assisted members of this group in establishing travel priorities based on customer sales situations and account sales volumes.

- Assisted in maintaining \$20 million/year in sales by developing and coordinating an account audit program.
- Maintained a \$5 million/year account that was in jeopardy by coordinating a sales account improvement program.
- Saved Nalco \$250,000 in outside training costs by developing and conducting problem solving and project management training for 90 Nalco sales representatives.

OTHER RELEVANT EXPERIENCE:

Long term pulp and paper industry professional with direct work experience at Mosinee, St. Regis, Nekoosa and Georgia Pacific.

EDUCATION

BS, Paper Science and Engineering, Western Michigan University, Kalamazoo, Michigan
Technical and Report Writing, Bay de Noc Community College, Escanaba, Michigan

COMPUTER SKILLS

Word, Excel, PowerPoint, Lotus Notes

PROFESSIONAL DEVELOPMENT

Ongoing professional training courses as appropriate. Several courses through Kepner-Tregoe.

AFFILIATIONS

Technical Association of the Pulp and Paper Industry
Society for Technical Communication
Western Michigan University Alumni Association