

Brian R. Stevenson
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CAREER PROFILE

Global Operations and Business Leader with significant **success** implementing technology, processes and talent management initiatives to optimize efficiencies and effectiveness. Dedicated to measurably improving **revenue growth, customer satisfaction and retention while** reducing operating expenses, achieving high employee engagement and productivity. **Possesses** strong strategic planning, business plan execution and cost containment management abilities. Builder of high-performance culture with teams earning a reputation for consistently achieving organizational goals and delivering bottom-line business value. Recognized as an effective collaborator between business units, functions and geographies. Effectively utilizes 3rd party contractors for added expertise and variable cost benefits. **Adjunct Professor** teaching Operations Management and Total Quality Management.

PROFESSIONAL EXPERIENCE

Western Connecticut State University, Ansell School of Business, Danbury, CT (2016)
Adjunct Professor – Total Quality Management and Operations Management.

Pitney Bowes: Stamford, CT; Chicago, IL; & Los Angeles, CA (1990 to 2015)
Vice President, Global Client Care / Americas, Europe and Asia Pacific (2013 to 2015)

Member CEO's Global Operating Team. Managed pre sales technical support, deployment and life cycle management for Small and Medium Business and Document Messaging Technology products.

Group Vice President, Global Customer Care Operations & Supply Chain (2012 to 2013)

Member Chairman's Council. Managed P&L, inventory value, customer satisfaction employee engagement.

VP & General Manager NA Mailing & Document Messaging Technologies Customer Service (2010 to 2012)

Member Chairman's Council. Managed pre-sales technical support, installation, and technical service of PB hardware and software products, and operations of multi-vendor services.

VP & General Manager US Mailing Customer Service, (2006 to 2010)

Directed pre-sales technical support, installation, and technical service of PB hardware and software products, in addition to multi-vendor services by providing technical services for related print products from non-PB manufacturers including HP, Xerox, and Canon.

President, Off-Site Services PB Management Services, (2004 to 2006)

Created and implemented a strategy for print service capabilities to support facilities management clients throughout the US and Canada.

VP Central Region and Canada PB Management Services, (1993 to 2004)

Managed operations including P&L, quality and customer satisfaction in Midwestern US, focused on improvement of facilities management same site profit for over 200 client engagements. In 1996 assigned Canadian operations in addition to the US Central Region, resulting in the integration as a division of PB Canada.

General Manager Southern California PB Management Services, (1990 to 1993)

Managed operations including P&L, direct sales, quality, and customer satisfaction working to continuously improve facilities management same site profit for over 40 client engagements.

PREVIOUS CAREER EXPERIENCE

Xerox Corporation: General Manager, Business Services; Sales Manager, Business Services

EDUCATION

Masters Business Administration, University of California at Los Angeles
Bachelor of Science Business Administration, Arizona State University
Bridge Program, Association to Advance Collegiate Schools of Business

Board Memberships

Jr. Achievement of Western Connecticut & Proprietors of Cannonfield