



Mark Gunter

Operations Management Consultant

(775) 338-9734

mark@markgunteroperations.com

Summary

Mark Gunter is an independent consultant with more than 25 years of successful experience working at a variety of companies, including Boeing, Microsoft and Blackboard. Mark has extensive experience in operations management across the Quote to Cash and Procure to Pay cycles. Mark's main emphasis has been on process improvement, enterprise-level system implementation, and the change management needed to ensure operations improvements are successfully adopted and produce a measurable ROI.

Prior Experience

Mark's work experience includes managing multiple functions in operations (both retail and OEM) for Microsoft, including business management oversight of a \$10 million information systems implementation. While at Microsoft Mark was also responsible for supplier management, assembly and distribution, and outsourcing for the entire Asia market. At Blackboard Mark was responsible for the operations of the Transact division, which including electronics manufacturing. During his time at Ball Ventures he was responsible for process improvement, systems implementation, and combination of business entities at a major powersports business. This work has provided Mark with a broad and deep understanding of supply chain, operations, and business systems implementation.

Education / Qualifications

- B.S. in Finance, Idaho State University
- M.B.A., University of Utah
- PMP certification (not currently active)

Selected Clientele

MarkGunterLLC

- Qal-Tek

Ball Ventures

- Director of Business Operations

Blackboard (Transact)

- VP of Operations

Microsoft

- Manager of Supply Chain
- Manager of Solution Delivery
- Director, Contracts & Revenue

Selected Relevant Expertise

- A growing international radiation safety business. As acting Controller, Mark established accounting processes, trained personnel, and 'fixed' the accounting department. Mark then replaced the outgrown accounting system with a company-wide ERP system.
- A major powersports dealership and associated e-commerce business. Mark led the effort to find and implement a new dealer management system to replace four systems. This included merging the businesses, combining inventories, and reducing overall operating costs. Results: 20% reduction in inventory, 17% reduction in personnel costs, and a 50% reduction in annual software license costs.
- A division of a major learning management system. Mark led the effort to outsource the manufacturing. This resulted in a \$1 million dollar annual savings, increased capacity and improved customer service.
- Mark was the business lead for a software implementation to track 200 million serialized products annually. Result: Integrated system to track products and invoice customers for every specifically identified product. Revenue improvement was in the \$100's of millions.