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# TECHNICAL & TRANSFORMATION LEADER | DRIVING STRATEGIC AUTOMATION AND OPERATIONAL EXCELLENCE

## PROFILE

Results-driven executive with 17+ years of experience delivering technology-driven transformation, strategic sourcing, and automation leadership. Proven ability to lead cross-functional teams, deploy innovative AI and automation solutions, and deliver measurable operational improvements and cost reductions across diverse industries. Recognized for clear vision, technical acumen, and the ability to execute complex change programs that achieve real results.

#### CORE PROFICIENCIES

Strategic Sourcing & Procurement | Intelligent Automation & AI Integration | Digital Transformation Strategy | Process Re-Engineering | Change Management | Web & Mobile Application Development | API Integration | IT Infrastructure Management | Vendor Relations & Negotiations | Project Leadership | Operations Management | Process Optimization

#### PROFESSIONAL EXPERIENCE

## AI / Automation Transformation Leader - WorkP2P | Kent, WA

May 2024 - Present

Led all technical initiatives for the organization, overseeing web development, infrastructure management, and application strategy. Collaborated cross-functionally to evaluate internal processes and identify automation and AI opportunities that streamlined operations and enhanced productivity.

- Led all technical initiatives, driving web development, IT infrastructure strategy, and automation programs.
- Developed and launched iSidekick, an iOS productivity app supporting individual and team workflows.
- Automated the invoicing process using Python, significantly cutting manual work hours and errors.
- Integrated shipping APIs (FedEx, USPS, UPS) to enable real-time tracking and enhance customer service.
- Developed shipment operations application which tracks all packages for events nationwide.

# Owner Operator - Olympic Wilderness Basecamp | Hoodsport, WA

February 2021 - January 2024

- Spearheaded all facets of the business, overseeing its inception and seamless daily operations.
- Leveraged market trends and data analysis to inform pricing strategies and drive revenue growth.
- Successfully developed and managed capital expenditure (CapEx) and operating budgets to ensure profitability.
- Built and executed a comprehensive social media presence and effective marketing strategy.
- Cultivated strategic partnerships and leveraged cross-market opportunities for business expansion.
- Monitored and analyzed key performance metrics, including RevPAR, to enable data-driven decision-making

- Formulated overarching strategy and facilitated scaling of organizational capacity to meet service demands.
- Redesigned warehouse operations, introduced asset management, outsourced logistics, and implemented new shipping software.
- Developed and executed an employee recognition program to strengthen company culture.
- Coached management teams to exceed client expectations and deliver results.
- Established companywide policies and procedures to promote associate growth and development.
- Oversaw vendor management operations to ensure cost-effective achievement of targets.

#### SENIOR VENDOR ACCOUNT MANAGER - Microsoft | Redmond, WA

September 2012 – August 2016

- Managed 70 event marketing suppliers with \$120M annual spend.
- Orchestrated a three-year sourcing strategy to mitigate risk and improve service delivery.
- Evaluated and restructured event shipping processes, generating \$240K in savings within 90 days.
- Negotiated new pricing models with key suppliers, driving consistent and predictable cost reductions.

#### SENIOR DIRECTOR OF STRATEGIC PROCUREMENT - Hawaiian Airlines I Honolulu, HI

January 2008 - June 2012

- Led enterprise-wide transformation initiatives, consolidating vendor contracts and outsourcing agreements for \$10M in annual savings.
- Directed a communications mapping project to streamline interdepartmental collaboration.
- Negotiated outsourcing initiatives with a total contract value of \$50M.

#### SENIOR DIRECTOR OF TRANSFORMATION – Hawaiian Airlines I Honolulu, HI June 2006 – January 2008

- Achieved an annual saving of \$10M by effectively negotiating optimal pricing, master service agreements and statements of work for call center, accounting and IT functions.
- Directed a major communications mapping project that streamlined official and unofficial interdepartmental communications and negotiated outsourcing initiatives with contract value of \$50M.
- Led the outsourcing initiatives for call center, IT, and accounting.

## Director of Enterprise Infrastructure – Hawaiian Airlines I Honolulu, HI

January 2004 - June 2006

- Managed 225-server operational environment with VMware on Dell Blade Servers, supervising six managers and 37 staff.
- Controlled \$5.5M operating budget for IT and support services.
- Renegotiated union agreements to achieve cross-utilization clauses, saving \$800K annually.
- Developed a three-year technical roadmap to transform operations, securing executive buy-in and managing implementation.

# Additional Experience:

Director of Engineering, Firstline Communications, Bellevue, WA

# EDUCATION

Therapeutic Recreation | Unity College, Unity, ME