**ATTICUS MANAGEMENT ™**

## JEFF SHANNON, M.B.A., PLOG

Jeff's career has included roles in supply chain, distribution operations, customer service, logistics, information technology, facilities, strategic planning and finance in leading Canadian and global enterprises across several industries. Jeff has coached numerous leaders to be more effective and efficient, paving the way for their career success. He has helped individuals and organizations build highly effective, cross-functional teams and processes to support these activities.

### COACHING SUCCESS STORIES

**People development** – Jeff coached the management team of a leading book publisher to improve customer service from worst in the industry to best, winning several 'Best-In-Class' customer awards.

**Team development** – Jeff built cross-functional teams to support the successful implementation of a new ERP system on time and on budget with minimal customer service impact, with a particular focus on change management and communication internally, across divisions, and externally to customers.

**Team development** – Jeff coached a cross-functional team of senior executives to develop the corporation's first Vision and Strategic Plan, leading to unprecedented sales and profit growth.

**Skills Development** – Jeff worked with operations management teams at several organizations to implement continuous improvement methodologies, improve people management and overall business acumen, including the appropriate application and development of people, process and technology. This approach included applying rigorous analysis, KPI monitoring and business planning methodologies.

### Industry Experience
- Publishing
- Industrial Product Distribution
- Oil & Gas
- Retail
- Transportation
- Consumer Goods – Entertainment Products

### Functional Experience
- Supply Chain
- Distribution
- Logistics
- Customer Service
- Information Technology
- Strategic Planning
- Financial Planning and Analysis

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*Atticus. Reduce Business Risk. Right Now. ™*

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