

GLENN A. MCINTYRE

PROFESSIONAL ATTRIBUTES

Strategic Business Planning | Customer Analytics | Project Management | Lean Six Sigma

20+ years' experience implementing innovative business strategies to drive growth. Skilled at assessing business operations from identifying, prioritizing new initiatives to drive business strategy, mitigating potential risks and control gaps, while improving financial performance. Proven ability to lead both local and geographically dispersed teams.

- New Business Development
- Program Management
- Contract Negotiations
- Servant Leadership
- Continuous Improvement
- Stakeholder Communications
- Customer Experience
- Strategic Planning & Analysis
- P&L Accountability
- Talent Training & Development
- Customer Analytics
- Performance Metrics

PROFESSIONAL EXPERIENCE

Advanced Helicopter Services, Woodland, CA

2023-Present

Director of Program Management / Logistics

Member of the senior leadership team responsible for Developing production schedule and resource allocation plan to support aircraft maintenance and repair station operations. Created proposal process to facilitate cross functional departmental inputs from Subject Matter Experts to ensure accurate quoting and delivery schedule to customer. Manage logistics / customer service operations team of 8 to support on time delivery of parts for production demands and direct to consumer parts sales. Leader of the Safety committee.

- Built financial model to review contract performance and provide financial performance statistics for contract negotiation.
- Utilized process mapping exercise to identify current state and obtain ideal state of the sales order process, reducing errors by 40% resulting in decreased time to bill and increased margin performance.
- Worked directly with customers to forecast annual maintenance needs, forecast resource availability, plan long-lead parts procurement, resulting in reducing production time by 25% while ensuring maximum OEM discount structure.
- Developed Logistics KPI's to understand performance trends and effects of business process improvements.

GLOBAL MEDICAL RESPONSE, Fiddlers Green, CO

2014 – 2022

Director of Environmental (2020 – 2022)

Spearheaded organizing and managing environmental compliance activities across all air and ground transport companies in the Global Medical Response (GMR) network. Baseline current environmental climate and developing sustainable business solutions, continuous improvement opportunities, and key performance indicators; utilizing best management practices and implementing new compliance software and technologies.

- Roadmap development to assess alignment opportunities, scalability for internal/external customer EH&S technology adoption and costing models for national supplier contract RFP's.
- Formulated KPI's for current environmental activities in the areas of Spill, Prevention, Control and Countermeasure (SPCC) plan compliance and review, EPA Tier II reporting requirements, Stormwater Permitting and fuel tank compliance for insurance requirements and future forecasting for potential self-insurance.
- Conducted cost justification model for \$250K investment in environmental compliance software and managed companywide implementation over 12 months.
- Coordinated the Environmental Team for all merger and acquisition environmental property reviews.
- Administered permits with CA Air Resources board for emergency generators and diesel fuel transport equipment.
- Administered no exposure certification plans (NEC) for Federal Clean Water Act across US operations, with monthly inspections, automated performance reporting, and standardized annual state recertification practices.

Director of Project Management – Real Estate, Facilities and Fuel Systems (2019 – 2020)

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- Facilitated base openings/closings and call center buildouts across the US to include scope definition, lease negotiation, project planning, budgeting, bidding, subcontractor agreements, IT/ Telecom, and final occupancy signoff and closeout reporting.
- Developed databases and policies for project tracking and process management tools to support newly formed departments.

REACH AIR MEDICAL SERVICES, (Acquired by Global Medical Response) Santa Rosa, CA

Director of Process Excellence & Project Management (2017 – 2019)

Recognized for this newly created position to develop a process improvement culture throughout the organization. Developed and deployed continuous improvement (CI) strategies for a leading provider of emergency air medical transport services. Utilizing Lean Six Sigma processes and technology enhancements to provide visibility of CI value and impact across the business units. Collaborated with key business stakeholders and leaders to identify and prioritize opportunities to deploy CI.

- Led highly visible process improvement initiatives utilizing Kaizen, Process Mapping, Value Stream Mapping, Voice of the Customer (VOC), and other CI events as appropriate.
- Directed the REACH Air Medical Services/AMR Dispatch Integration effort projecting a 10% increase in flight volume with actual results showing upwards of 67%.

Director of Marketing & Customer Strategic Analysis (2016 – 2017)

Employed strong analytical/strategic thinking to identify growth opportunities within the business and strengthen internal and external customer communication, to influence the business's strategic positioning. Identified, developed, and shaped marketing and sales growth opportunities, collaborating cross-functionally across the various stakeholders. Served as the Integration Team Lead for Marketing/Business Development for the CALSTAR acquisition.

- Administered \$220K Sponsorship and Donation plan.
- Designed customer level KPI's to better understand the value of each customer for entire organization.
- Improved patient family survey to enhance NPS, employee recognition, and patient feedback.

Regional Business Relations Manager (2014 – 2016)

Successfully worked to identify new customer needs and establish the necessary cross-selling partnerships to create new markets and build solutions resulting in new revenue streams. Leveraged senior sales experience and communication expertise to lead contract negotiations, managing both internal and external stakeholders.

- Facilitated the Sutter Health Request for Proposal (RFP) and standardized preparation and submission processes for future proposals.
- Drove new and same base growth through strategic initiatives, business case development, market research and acquisition.
- Fostered strong customer relationships to ensure that REACH was their provider of choice.
- Administered Salesforce.com and developed customer pipeline reporting.

UNITED TECHNOLOGIES CORP, AEROSPACE SYSTEMS, Fairfield, CA

2008 – 2014

Military Business Development Manager (2012 – 2014)

Business Development Manager (2008 – 2012)

Researched, developed, and secured defense opportunities for the Program Management Office. Directly accountable for over \$105M in domestic and international contracts. Directed a team of six program managers to lead new product development initiatives in conjunction with and recurring proposals with engineering team. Presented new and existing product technical briefings, revised project margin/status reporting to defense contractors, and end-user customers. Using lean initiatives, developed competitive win strategy, and secured 100% of annual sales targets.

- Improved cycle-time reduction of sales order Kickoff processes by 70%.
- Streamlined international shipping documentation process improving OTD performance by 20%.

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- Identified \$5M in lost revenue and executed 'Ship-in-Place' to recognize immediate cash flow.
- Secured competitive new product development win for CH53K Pyrotechnic Egress System, resulting in \$7M in initial sales revenue.

PROLAB ORTHOTICS USA, Napa, CA

1996-2005

Chief Operating Officer (2003– 2005)

General Manager (1996-2003)

Oversight of all corporate operations for \$5M custom medical device manufacturer with domestic and international client base. Developed corporate goals, monitored performance, and identified new business opportunities. Directed project management, Marketing, compliance, finance, human resources, and corporate administration. Recruited personnel and coordinated training programs.

- Increased sales 238% while increasing workforce only 75%.
- Grew profitability 50% while improving quality and reducing turnaround time.
- Lowered material costs 50%-70%, while increasing efficiency and production performance.
- Relocated facility 60+ miles away while retaining 100% of staff and management.
- Decreased costs and risk by outsourcing local delivery functions.
- Improved profit margins 396% for prefabricated product line through product redesign.

California College of Podiatric Medicine, San Francisco, CA

1995-1996

Project Coordinator / Business Office Manager (1995-1996)

Directed special projects, conducted analyses, and provided financial reports for the Board of Directors at Pacific Coast Hospital. Served as liaison between finance and operations. Delivered ad hoc reports. Responsible for budget oversight, supervision of 10-member union staff and cost-benefit analyses for multiple business units.

- Saved \$250K per year by eliminating outside consulting group.
- Increased collections from \$30K to \$250K per week.
- Worked closely with union and staff to successfully reorganize business office and operations.

EDUCATION & CREDENTIALS

Master of Business Administration, Saint Mary's College, Moraga, CA

Bachelor of Science in Business Administration, magna cum laude, Menlo College, Atherton, CA

Certifications:

Master's Certificate in Six Sigma, Villanova University 2018

Master's Certificate in Project Management, Villanova University 2008

United Technologies Corporation ACE Associate Certification Coursework

Professional Affiliations:

Charter Member/Board Member, Fairfield Suisun Twilight Rotary Club

Past Member- Fairfield Community Services Foundation

Member, Alpha Chi National Honor Society

Delta Mu Delta National Honor Society of Business Administration