

DAWN M. DRUMMOND

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EXECUTIVE BIOGRAPHY

Dawn Drummond is a business process and technology optimization specialist and change agent with the insight, vision, and enthusiasm to inspire teams and garner impressive results. With a history in information technology, project management, and operations, she has significant experience combining IT service and solution development with project, process, and change management philosophies and methodologies. Dawn is a high-energy individual who is committed to driving organizational effectiveness through process and technology optimization, maintaining exceptional customer relationships, and transforming fragmented organizations into highly productive teams that foster innovative thinking.



Dawn has served in numerous senior-level positions over the last ten years in both leadership and consulting roles. In 2004, Dawn joined Day & Zimmermann, Inc to implement a Project Management Office for the Corporate Information Technology Department. In this role, she brought her extensive knowledge of project management methodologies and implemented a structured framework that reduced post-system implementation extensions and rework by improving the requirements definition and scope management processes. She also increased and expanded customer involvement with scope definition and participation on project teams. Recognized for her ability to lead diverse teams, Dawn took on the challenge to reinvigorate and restructure the Corporate IT Support Services Group. Directing a team of 12 specialists, she improved performance within 6 months by restructuring workload assignments that resulted in improved team effectiveness and customer service.

Her unique ability is to examine and quickly assess problematic operations. Dawn has built a reputation for designing and implemented structured frameworks and solutions that support service delivery, project management, business integration, and knowledge management. While these structured frameworks are built using established best practice methodologies, she strives to integrate the unique business and team needs into them.

Dawn has collaborated, developed and implemented innovated solutions for diverse industries such as information technology, financial services, pharmaceutical, food production, public utilities and government services. Throughout her career, Dawn has contributed her expertise by developing, implementing, and streamlining policies and procedures that facilitate noticeable improvements.

- She is credited with improving P&L performance for CompuCom Systems' East and South Regional Consulting Groups – approximately 45% for the East and 16% for the South through effective utilization of employee talent. It not only helped to improve revenue reporting, but also effectively fostered positive change, emphasized teamwork, and enhanced customer service.

An alumnus of Glassboro State College, Dawn holds her Bachelor of Science in Business Administration. In 2005, she also earned her Six Sigma Black Belt and Green Belt Certifications from Villanova University. She is a lifelong learner who continually stays abreast of current industry trends through the completion of training courses, seminars, and self-study. Dawn resides in Swedesboro, NJ with her family, where she enjoys contributing to community events that support youth activities and equestrian sports.