

Don W. Schiff, PMP

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With over 20 years of industry experience, I have consistently enhanced company operations, reduced costs, and increased profits. As a Certified Project Management Professional (PMP) and Certified Scrum Master (CSM), I have a proven track record of delivering impactful results by blending strategic vision with practical solutions to address complex challenges, foster innovation, and empower businesses to thrive in competitive markets.

Expertise and Accomplishments

I have demonstrated expertise in project management, process improvement, and quality management through various significant achievements:

- **Award-Winning Leadership:** Awarded Royston Group's 2023 Presidential Excellence Award for successfully managing the relocation of a 40,000 sq ft factory in five months, ensuring minimal disruption to production and maintaining customer satisfaction.
- **Training Development:** Created a training manual for Project Managers at SignResource, Inc., improving consistency and delivery of finished goods to customers.
- **Vendor Approval:** Developed inspection procedures that led to Xerox Corporation vendor approval, generating \$2M annually (2001-2018).
- **Cost Recovery:** Implemented a procedure for filing claims against vendors for out-of-specification goods, recovering over \$500,000 over eight years.

Professional Experience

Senior Consultant, Business Process

The Operant Group, 2023-Present

- Lead strategic initiatives, driving organization transformation through evaluation, redesign, and implementation of optimized business processes.
- Collaborate closely with clients to understand their unique business requirements and develop customized process improvement strategies.
- Serve as an advisor and subject matter expert, providing guidance and advice to clients to improve business process and develop reporting tools.

Director of Process Improvement

Royston Group, 2021-2023

- Served as team leader for the Tiger Team, reporting directly to the CFO, to address and solve complex operational problems.
- Managed the relocation of a 40,000 sq ft factory in five months, ensuring minimal disruption and maintaining customer satisfaction.
- Delivered comprehensive project status reports to senior management, providing clear updates, progress reports, and risk assessments.
- Developed a checklist for Accounts Receivable Specialists, improving invoice accuracy and enhancing cash flow.
- Implemented pricing controls on undated pricing sheets, resulting in improved profitability across several product groups.

Instructor, Project Management (independent), 2015-2021

Deliver Project Management training and PMP Exam Preparation to over 400 students preparing for the PMP exam. Clients include:

- Gwinnett Technical College
- Sprint Corporation
- CED Solutions
- Project Management Excellence Center / CertificationAcademy.com

Project Manager (as contractor)

Adept Consulting, LLC, Cumming, Ga. / Tallahassee, Fl., 2019

Performed installation of IT hardware for government agency client. Compiled progress information and delivered status reports to client and internal stakeholders. Project was completed on schedule.

Project Manager, Quality Manager

Southern Index, Lawrenceville, Ga., 2000-2018

- **Process Design:** Successfully completed Xerox's vendor assessment, a one-year process that resulted in Southern Index becoming a vendor to Xerox for printable index tabs and printable ID card media.
- **Sales Support:** Provided technical support to sales personnel regarding product characteristics, specifications, packaging, and quality control procedures for preparation of sales presentations.
- **Third-Party Compliance:** Managed compliance documentation and records for original awarding of and annual renewal audits of Forest Stewardship Council (FSC) and Sustainable Forestry Initiative (SFI) Chain-of-Custody Certifications, 2008-2018.
- **Claims Management:** Developed and performed procedures for claims against vendors (*paper manufacturers, packaging vendors, carriers*) resulted in recovering over \$500,000 from vendors.
- **Patent Research:** Analyzed patented intellectual property of competitive products to create alternatives that avoid conflicts with active patents. This work resulted in the design of an alternative to a competitor's patented "BestCard™," which Southern Index subsequently sold to one of the largest paper distributors in North America.

Instructor (volunteer)

Goodwill of North Georgia, 2013-2014

Taught classes on Introduction to Computing and Microsoft Word, supporting Goodwill's mission to improve employability.

Publications

- "Manufacture Change: How PMs can best use their skills in a factory," PM Network Magazine, December 2017: PMI
- "After the Eruption, Steer Hostile Confrontations to a Quiet Place," PM Network Magazine, September 2019: PMI

Education & Training

- B.A., Georgia State University
- Project Management Professional (PMP) #1789903
- Certified Scrum Master (CSM) #001236813

Foreign Language

Spanish, professional working proficiency