

# JB HERSCH

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## SENIOR MANAGER WITH PROJECT LEADERSHIP & FINANCE EXPERTISE

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### PROFESSIONAL EXPERIENCE

#### **AGILENT TECHNOLOGIES • March, 2012 to Present**

##### **Customer Master Governance Director (2019 to Present)**

Ensured single source of the truth of all customer master data for the organization. Ensured proper prioritization, resources and support to drive cross-functional alignment to provide optimal customer experience and drive business results. Led global operational, technical and project team that ensured customer master data accuracy, completeness and synchronization across systems. Managed global teams in 12 different locations around the world. Governed 400,000 accounts and 4 million contacts. Provided consultation of customer master data consumption to downstream system and to big ship projects, especially in the digital arena.

- Drove resolution of over 1 million data variances; led technical and operation solutions to prevent future variances; instituted governance controls.
- Spearheaded design of customer master data exchange from SAP to Salesforce; developed control mechanisms to ensure single source of truth across platforms.
- Steered cross-functional alignment with Sales, Service Marketing, Digital, and Customer Operations to ensure data policy and standards were established.
- Served as project champion on Governance projects. Drove Strategic and IT Plan of Record for customer master data; securing support and funding to solve key data issues.
- Provided leadership on numerous steering committees, especially in customer digital experience.

##### **Delaware Community & Employee Engagement Director (2015 to Present)**

Led company local community engagement, including donations, volunteering, and sponsorships. Driving company mission in Delaware while driving synergies to make Agilent Delaware an even better place to work for 850 employees across 2 locations.

- Launched numerous community partnerships
- Created internal programs to drive employee satisfaction, development and reduce attrition
- Mentored program leaders to become site and functional leaders for the company

##### **Worldwide Demo Operations Director (2015 to 2019)**

Led team that provided Sales support and operational control of \$50M inventory in over 30 countries across all regions. Worked cross-culturally across time zones and languages to ensure compliance to SOX and internal policy (Served as resident Black Belt on Remarketing team; led projects and ensured effective alignment between business challenges and solutions.

- Transformed culture from control mindset to one of Sales support; shifted burden from Regional Field Controllers and Sales Managers to one of value-add.
- Reconstructed reporting, analytics and tools to provide improved business intelligence and ultimately better loan decisions and oversight.
- Worked with Regional and Worldwide Field and Product Line Controllers to ensure appropriate decisions and inventory management.

##### **Remarketing Manager; Six Sigma Black Belt (2015 to 2019)**

Helped drive \$15M product line to over \$60M in 4 years.

- Conceived and led implementation of several online solutions enabling shift from email and spreadsheet operation to self-serving global solution.
- Created scalable internal shared capital asset program that promoted faster technology refresh in R&D labs, while reducing overall company costs.

**AGILENT TECHNOLOGIES** (continued)**Operational Excellence Specialist**

Ensured the Chemical Analysis Group – American Field Operations (Sales and Business Centers for North and South America) “did the right things in the right way”. Drove process changes to improve efficiency and increase controls. Determined root causes and spearheaded resolution. Championed multiple Six Sigma projects. Coached Six Sigma Green Belt candidates. Collaborated with senior and department managers to ensure operational planning aligned to higher-level strategic plans and goals. Mentored operations managers on people and process leadership. Partnered with QMS leader to ensure SOX and ISO standards were consistently met and changes adhered to standards.

**BANK OF AMERICA****Vice President - Projects and Business Analysis Manager**

Led team of Project Managers, technical resources, and multi-level operations staff in daily performance and project execution, unifying liaison between technology and business units. Oversaw and led projects. Developed new processes and resolutions to identified problems, led business changes to realize bottom-line performance. Managed all aspects of team completing up to \$60 million per month in settlements.

**Vice President - Affinity Compensation Manager**

Led MBNA – Bank of America merger of affinity settlement functions, developing new processes, systems, and functionality. Managed multi-level team that handled all operations and accounting aspects of contractual payments to largest affinity partners. Launched offshore team to complete recurring processes. Coordinated with team, technology, and executives to find best collective solution for proposed business plans. Led project to enhance computer system, including management of contractors and User Acceptance team.

- Led quality audit, negotiating non-disclosure agreement and providing/coordinating education and documentation for all components of program, subsequently earning respect and trust of largest partner after relationship became strained.
- Won “Excellence Award” for audit and merger successes, as well as achievement and leadership in designing and implementing many process improvements.

**Prior Roles**

- Manager, Accounting Control
- Manager, Merchant Accounting
- Supervisor, Payment Operations
- Senior Program Manager, Credit
- Quality Assurance Analyst, Credit

**EDUCATION****Master of Business Administration - Financial Management****Master of Management**

Goldey-Beacom College, Wilmington, Delaware

**Bachelor of Arts**

Elizabethtown College, Elizabethtown, Pennsylvania

**CERTIFICATES**

Six Sigma Black Belt  
Lean Six Sigma Master

**NONPROFIT BOARD SERVICE**

Cancer Support Community of Delaware

**COMMUNITY SERVICE**

Coached top-tier middle and high school athletes in track and soccer (~20 years).