Mark Lopez

Cedar Park, TX 78613 | (512) 705-1345 | mark.a.lopez22@gmail.com

Executive Summary

Results-driven **Program & Operations Manager** and PMP-certified professional with extensive experience leading global supply chain transformations, vendor transitions, and multi-location business operations. Proven track record in performance metrics development, process optimization, and inventory control across international markets. Expert in driving complex initiatives from strategy through execution, delivering multi-million dollar cost reductions, and achieving industry-leading service levels. I am fluent in English and Spanish.

Core Competencies & Skills Matrix

Functional Expertise	Management & Strategy	Software & Tools
Supply Chain & Logistics: Vendor Transition, Inventory Planning, Outbound Returns, Service Parts Management	**Project Leadership:** PMP Trained/Certified, Cross-Functional Leadership, SLA Management, Continuous Improvement	**Enterprise Systems:** Salesforce, QuickBooks, Servigistics, MS Office Suite
Financial & Operations: P&L Oversight, Budgeting, Vendor Negotiations, Contract Management, Cost Reduction	**Performance Analytics:** KPI Development, Root Cause Analysis, Process Mapping, Quality Audits	**Business Operations:** DocuSign, Project Management Software, CRM Integrations. Google AI Coursera Training

Key Accomplishments & Technical Highlights

Global Supply Chain & Program Management

- **Vendor Transition Leadership:** Led the end-to-end regional vendor transition across 23 countries in Latin America, successfully managing over $100M in inventory while exceeding the target Service Level Agreement at 99%.
- **Multi-Million Dollar Cost Savings:** Designed and implemented a regional defective parts local disposition strategy, resulting in 7-figure annual cost reductions that remain operational.

- **Operational Excellence:** Established daily substitution workflows for Canadian service parts planning, securing the first-ever 100% daily parts availability performance.
- **Service Level Records:** Managed logistics vendor contracts with a $20M annual budget across 23 countries, achieving record Next Business Day (99.7%) and Same Business Day (99.2%) service levels.

Business Operations & Revenue Growth

- **Multi-City Operations Management:** Directed field installation crews and sales representatives across four major Texas markets, integrating CRM tools, QuickBooks, and optimized web strategies to sustain $500,000 in annual revenue.
- **Business Transformation & Buyout:** Developed original business plans, operational architectures, and metrics tracking for Cortina Shading Systems; led sales performance and successfully negotiated partner buyout.

Professional Experience

Logistics PM

B2 Americas | Cedar Park, TX | July 2026 - Present

- Multi country logistical liaison for operations and field service
- Import/export compliance for service parts in LATAM
- Develop KPI's dashboard to track overall performance in the region for senior executives

Operations Manager / Owner

Kitsch Event Styling | Cedar Park, TX | July 2015 – July 2026

- Direct all core operations, including sales pipeline management, bookkeeping, quarterly tax filing, payroll, inventory control, and procurement.
- Manage onboarding and personnel scheduling while partnering on creative solution development for clients.

Operations Manager / Owner

The Shading Company | Cedar Park, TX | July 2015 – July 2022

- Managed operational logistics for installation teams across four Texas cities and overseen commission-based sales representatives.
- Implemented CRM-to-project management integrations, managed vendor contracts, and executed digital marketing strategies to generate qualified leads.
- Maintained annual sales responsibility of $500,000 and earned Dealer of the Year recognition (#1 Sales).

Partner / President

Cortina Shading Systems, Inc. | Cedar Park, TX | September 2010 – July 2015

- Formulated foundational business plans, managed Texas-wide vendor contract negotiations, and established operational/financial workflows.
- Designed reporting metrics to evaluate vendor performance and directed company sales strategy from 2012 to 2015.

Program Project Manager / Service Parts Operations

Dell Technologies Inc. | Round Rock, TX | July 2003 – April 2014

- Spearheaded cross-functional project teams through complex supply chain transitions across 20+ international markets.
- Presented quarterly business reviews, root cause analyses, and operational metrics directly to executive leadership.
- Assigned as lead for internal OSHA certification across Latin America facilities.

Planner / Sr. Analyst

Dell Technologies Inc. | Round Rock, TX | June 1999 – July 2003

- Analyzed service parts dispatch demand and created fill-rate metrics to track regional service delivery in Canada and Latin America.
- Maintained 98%+ service levels for parts planning while keeping total inventory values under forecast.

Education & Professional Credentials

- **PMP Trained & Certified** | Project Management Institute
- **Coursework in Business Administration & Accounting** | University of Miami, Miami, FL
- **Associate Degree in Business Administration** | Miami Dade Community College, Miami, FL
- **BPI Process (Yellow/Green Belt)**, PM3 Training, & Advanced Negotiation Skill Courses
- **AI Training Courses** | Coursera Online Training

Honors & Awards

- **Dealer of the Year (#1 Sales Performance)** – The Shading Company (2018)
- **Bronze, Silver, & Gold Awards** – Dell Technologies
- **Employee of the Quarter (Multiple recognitions)** – Dell Technologies
- **Original Winning Ways Team Member** – Dell ESD