



ROBERT M. SCHILDKRAUT – PROGRAM ENGAGEMENT MANGER

CONTACT

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EDUCATION

MBA Finance
The Wharton School
University of Pennsylvania
Philadelphia, PA

BBA Finance
The Hofstra School of
Business
Hofstra University
Uniondale, NY

SKILLS

- C-suite Executives
Trusted Advisor
- Operating experience in sales, service delivery, customer service, technology, and development.
- Collaborating with teams to identify issues and opportunities and execute action plans.
- Build Finance Team to drive results through analysis, insights, and leading indicators.
- Managing high-growth or tight cash flow challenges and maximizing working capital.
- Mentoring on budgeting, client, and product profitability, KPI's, and process improvement.

Robert is a Program Engagement Manager with LoBue Group with extensive management and operations experience in demanding and dynamic environments. A Consultant who possesses the decision-making abilities, personality, and communication skills for today's business conditions in developing and implementing financial and operational strategies. Strong in diverse industries, business operations, and organization sizes, including financial services, cloud services, SaaS, outsourcing, municipal services, light manufacturing, start-ups, and shared-service environments.

CAREER HIGHLIGHTS

- Program Manager for two successful restructuring and performance management projects in Brazil and Europe.
- Business and financial due diligence, leading to eight figure fund-raising.
- Thirty years financial and operating experience in middle-market software and service industries.

EXPERIENCE

Program Engagement Manager for comprehensive Shared Service and Performance Management Program for International Data Management Business in Brazil and EMEA Regions. Primary project deliverables included rationalization and restructuring of in-scope service functions; documenting current and new process flows; defining and promulgating staffing and requirements and go-forward capacity models for all functions and processes

- Detailed work streams included: rationalization of sales support, customer experience, marketing, MIS, and related commercial operations activities.
- Definition and implementation of Performance Management Program for in-scope areas (KPIs, SLAs, data dictionaries, dashboards).
- Improve Call Center process performance to enhance customer advocacy and reduce call volume and handle times.
- Working closely with Client project team members and their champions and reporting regularly to the Executive Committee and stakeholder management, organization and process improvement tasks were implemented, and project goals and savings were achieved.
- Design and implementation roadmap of a comprehensive Performance Management System encompassed all levels of the service delivery environment. As part of the design strategy, a separate unit was established to provide focus on independent NPS, capacity planning, and dashboard reporting for service-delivery teams. KPI's and metrics were defined as part of the data dictionaries for each area. Technology and Data Teams collaborated with project team in providing a strong technology pathway for independent and quality reporting streams.

CFO Services for Private Equity Clients preparing investment book and conducting financial and operational due diligence in connection with business acquisitions. Representative engagement secured eight-figure financing for cloud technology company's hyper-growth.

OFFICE LOCATION

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Chief Financial Officer of National Organization that provides waste management, snow removal, and street sweeping services to municipalities and airlines. Financial, administrative, and tax executive for ten operating companies totaling 200 plus full-time employees, and up to 1500 seasonal employees and vendors. Managed staff of ten.

- Changed financial discussion to focus on financial and operating metrics, cleaning up managers' P&L's.
- Managed all taxes for operating companies, insurance captive, family foundation, and ownership.
- Managed very complicated workers compensation, general liability, and auto liability programs.
- Successfully directed all financial and administrative due diligence and post-sale reporting to equity owner and lenders.

Chief Financial Officer for Cloud-Based provider of retail ERP systems and service to the specialty retail industry. Financial, administrative, and operating executive to three companies. Managed a staff of eight.

- Provided executive leadership, giving the CEO significant additional time to work with customers and prospects and to develop and implement strategic products and services.
- Change agent, re-aligning organization structure to significantly improve productivity and effectiveness.
- Worked with executive team, implementing corporate metrics reporting, and management process
- Responsible for all vendor and sales contracts, as well as customer technology purchasing.
- Designed and relocated all companies to new facility. Implemented call management system.

SVP Finance and Operations/CFO for Venture-Backend Start-Up to design and implement outsourced accounting processing and service environment for venture-backed start-up. Managed staff of 50, with six direct reports.

- Successfully managed teams through system beta test, service environment design, and launch.
- Executive responsible for the client shared service center; managed 40 clients and hit operational targets.
- Coached service teams on client management, reaching service metrics, and continuous improvement.
- After promotion to CFO, achieved Board support through control of expenses and improved reporting.
- Implemented monthly business report card and internal client satisfaction scoring system.