

Kim Wagner

Manager, PMO at FedEx

Summary

Accomplished PMO Manager with over 20 years of experience in international business and proven ability to successfully complete complex projects. In depth expertise in PMO competencies including demand management, project management, portfolio management and program governance. Collaborative leader and team builder with experience successfully leading diverse, cross cultural/cross functional teams to achieve outstanding business results. Experience starting and building new departments including PMO. Specialties: PMO Project management International business Collaboration and team building IT systems development Business process engineering Performance measurement / KPIs Department startups Analytical problem solving Quality driven management CRM People centered leadership style Employee development

Experience

Manager, PMO Global Trade Services at FedEx

June 2005 - Present (10 years 7 months)

Launched new PMO to manage the impact of anti-terrorism regulations on FedEx IT systems. Designed and implemented processes and tools used to prioritize, schedule and manage software releases. Established divisional governance and communications model that compliments the FedEx Cross Functional Development Process (XFDP). Developed program metrics and reporting standards. Present regular program reviews to MD/VPs and periodic updates to SVP/EVP levels. Ensure processes and projects are compliant with government regulations (SOX/PCI/HIPA) and ISO 9001 standards. Provide project management support for U.S. and Canadian sponsored clearance systems initiatives. Lead a team of 7-10 staff advisors with responsibility for department (\$1M) and project (\$1-10M) budgets. Key accomplishments:

- Managed successful implementation of multi-year program to ensure systems comply with anti-terrorist regulations requiring advance screening of shipment information in Canada, U.S., and Europe
- Led project team responsible for successful implementation of next generation clearance system in U.S. import facilities
- Awarded highest FedEx recognition for top performers (FedEx Five Star Award) in 2005 and 2011

Manager/Sr. Manager at FedEx

June 1988 - June 2005 (17 years 1 month)

Management career at FedEx Express has been focused on international business including 3 year expatriate assignment in Tokyo, Japan. Assignments spanned both transportation and logistics services. Responsibilities included operations support, process engineering, project management, system implementations, sales engineering, KPI development, and managing strategic alliances. Manager, Account Engineering (August 2000 – June 2005) Planned and implemented global shipping programs for some of the largest worldwide accounts of FedEx Express. Managed customer facing, geographically dispersed team. Manager, Logistics

Engineering (October 1996 – August 2000) Developed customer solutions and provided project management to support implementation of new global logistics accounts. Led the strategic alliance program driven by the conversion to a non-asset based (4PL) logistics business model. Outsourcing contributed to dramatic improvement in operating margin (+20%). Manager, Global Trade Systems (August 1994 – October 1996) Implemented customs clearance systems for service partners in smaller markets worldwide. Sponsored and managed redesign of the PC SELECT system for smaller markets. Sr. Manager, North Pacific Planning & Engineering (January 1992 – August 1994) Ex-pat position based in Tokyo. Created new team of engineers and analysts. Responsible for planning and engineering support for regional operations. Manager, International Service Systems (June 1988 – January 1992) Provided corporate planning and engineering support for the FedEx international regions.

Industrial Engineer at FedEx

March 1980 - June 1988 (8 years 4 months)

Experience in both corporate staff and field positions. Supported successful implementations of major projects (e.g. package tracking, 100% geographic coverage, etc.) and driving significant, measurable improvements in key operational metrics.

Manager, Operations Support at Roadway Package System (RPS)

April 1985 - April 1986 (1 year 1 month)

Joined during operations startup. Provided planning and engineering support to the southeast region.

Industrial Engineer, Aircraft Maintenance at Ozark Airlines

June 1978 - March 1980 (1 year 10 months)

Project oriented position supporting aircraft maintenance.

Production Planner at Olin Corporation

January 1977 - June 1978 (1 year 6 months)

Developed production schedules and material forecasts in a job shop environment.

Skills & Expertise

Transportation

Logistics

Supply Chain Management

Process Improvement

Operations Management

Supply Chain

Logistics Management

Cross-functional Team Leadership

Warehousing

Air Freight

Transportation Management

Supply Chain Optimization
3PL
Industrial Engineering
International Logistics
Business Process Improvement
Project Management
Business Analysis
Change Management
Program Management
Management
Leadership
SDLC
Continuous Improvement
PMO
Outsourcing
Team Leadership
CRM
Project Planning

Honors and Awards

FedEx Five Star Award (2005 & 2011)

Certifications

Project Management Professional (PMP)

Education

Southern Illinois University, Edwardsville

Master of Business Administration (MBA), 1979 - 1984

University of Missouri-Columbia

BS, Industrial Engineering, 1973 - 1976

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[Contact Kim on LinkedIn](#)