

Center for Competitive Change Subject Matter Expert Profile

Bettina E. Riggins

Executive Summary

- Highly Experienced and energetic financial professional with excellent track record in successfully managing a series of increasingly complex and large scale projects
- Frequently selected to lead new and enterprise-wide initiatives
- Skills are strong in creating and managing team environment where open communication and commitments to deadlines are respected and understood

Leadership/ Business Experiences

- Angel Papers LLC, Dayton OH – a strategically-founded corporation whose mission is to manufacture and distribute high quality, state-of-the-art Specialty Media products (2005- Present)
- NCR Corporation, Dayton OH – A Fortune 500 \$5 billion global technology company with significant market strength in data warehousing solutions, automated-teller machines, and retail point-of-sale and self-checkout systems (1988-2006)
- Project Manager, Global Business Operations & Strategy (2004-2006) – acted as the single point of accountability for the management of the Project Plan for the OSD Network Migration Program, AdvANTAGE (Gasper Consolidation) Program, and Global Logistics Incident Management Initiatives
- Six Sigma Consultant, Global Operations (2000-2004) –
- Project Manager, Worldwide Customer Services Project Management Office (1999-2000)
- Senior Planning Analyst, Data Services Division (1996-1999)
- Senior Business Pricing Analyst, US Pricing & Financial Services, Cooperative Marketing Division and Opportunity and Decision Support (1988-1996)

Assessment Experience

- Acted as PM reference for the HR Call Center Program deployed in August 2005 at Global Business
- Ensured that all Project Team members are aware of their responsibilities and commitments while at Global Business
- Facilitated team meetings and maintained project binder while at Global Business
- Increased billings for the annual services renewal contracts by \$15M, which represents a 20% increase while at Global Operations
- Conducted green and black belt training while at Global Operations

Skills & Proficiencies

- Expertise in Project and Process Management, Change Management, Six Sigma Green Belt and Six Sigma Black Belt

Projects Implemented

- Successfully completed OSD Network Migration Phases 1 & 2 as planned at Global Business
- Successfully deployed LIM 3.0 Incident Management Tool to EMEA and Asia Pacific at Global Business

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- Project Lead on data analysis and implementation of Service Level Agreement performance improvements for seven major accounts within a two month period. Performance improvement initiative reduced penalty costs by 40% at Global Operations
- Managed a 12-month project to design a pricing tool for resellers and distributors transitioned from AT&T merger to sell NCR PC products while at US Pricing This represented \$100M of indirect business to NCR

Education Background

- Masters of Business Administration in Finance and Management (1988) – University of Wisconsin-Madison, Madison, WI
- Bachelor of Science in Accounting – Tuskegee Institute, Alabama
Six Sigma Master Black Belt and Black Belt Training – Oriel Incorporated
- Master's Certificate in Project Management – George Washington University/ESI, Washington, D.C.

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