

CHERYL L. OLIVA
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OBJECTIVE

To develop more cost effective business strategies for the City of Milwaukee utilizing a partnership based approach involving City of Milwaukee officials, the business community and the citizens of Milwaukee.

EXPERIENCE

City of Milwaukee employee for over 19 years in various capacities in multiple City departments.

7/97 to Present - City Purchasing Director and chief administrative officer responsible for the City of Milwaukee Department of Administration, Business Operations Division encompassing the following:

- ◆ Procurement Services Section which procures goods and services in excess of \$75,000,000 annually;
- ◆ Emerging Business Enterprise Program which assists and protects the interests of disadvantaged businesses by promoting and encouraging competition so emerging businesses may succeed and compete as independent businesses;
- ◆ Materials Management Section which handles disposition of salvage and surplus material generating approximately \$500,000 revenue annually, and
- ◆ Document Services Section, an internal service agency responsible for printing, records management, and mail distribution services.

Associated duties include:

- ◆ Chief Contracting Agent for the procurement of goods and services, the disposition of salvage and surplus material and Secretary to the Purchasing Appeals Board.
- ◆ Recommend and implement departmental policy and procedures consistent with the statutes.
- ◆ Carry out orders of the Mayor, Common Council and Purchasing Appeals Board relative to special reports and policy directives and such other duties as may be required.
- ◆ Administer Chapter 360 of the Milwaukee Code of Ordinances relating to Emerging Business Enterprises.
- ◆ Maintain association with professional organizations to assure current state of the art methods are operative within the Business Operations Division.
- ◆ Maintain association with public interest groups, non-profit agencies and other government agencies where procurement activity and interest can enhance the local economy.
- ◆ Oversee citywide inventory levels.
- ◆ Direct operations of Document Services Section consisting of the citywide Mailroom, Print Shop and Records Center providing guidance in improving business processes, billing, record keeping processes, and revamping records center operations.

Key accomplishments include:

- Restructuring of Procurement Services Section resulting in 67% staff decrease since 1997.
- Streamlining and automation of numerous processes including vendor registration, notification and bid delivery.
- Reorganization of Emerging Business Enterprise Program and implementation of improved certification process to provide greater opportunities for emerging businesses to participate in City contracts.
- Implementation of E-Vault project to provide centralized on-line availability of various city records.
- Design and execution of City's On-line Auction resulting in additional revenues for the City from sale of its obsolete and surplus goods.
- Instrumental in leading cooperative efforts through state and municipal consortiums to aggregate and leverage purchasing power of governmental entities resulting in significant cost reductions and minimizing duplication of efforts among agencies.

CHERYL L. OLIVA

Page 2

12/93 – 7/97 – Purchasing Agent, Sr. responsible for formulation, evaluation and award of bids; conducting market research to identify new products and sources of supply; consulting with user department requisitioners to determine needs and options for procurement of goods and services; communicating with departments and vendors regarding issues vital to the purchasing process. Examples of accomplishments included:

- ◆ Re-engineering of vendor contract process to effectively reduce administrative costs associated with repetitive bidding of like commodities while providing price protection to the City for an extended time period
- ◆ Design of workflow management center concept to distribute and monitor workflow of procurement staff.
- ◆ Creation of numerous tracking forms for expediting workflow and provide better customer service to user departments.
- ◆ Analyzing and coordinating the streamlining of various procurement processes including exception to bid process, late delivery assessments, staggered delivery dates, expanded discounted payment terms and use of management reports in automated purchasing system.

Work experience prior to 12/93 available upon request.

SKILLS

- ◆ Experienced in implementation, application, and training of Total Quality techniques and roles.
- ◆ Skilled in application of situational leadership methodologies to facilitate resolution to management challenges including championing changes in an organization.
- ◆ Possess excellent communication, negotiation and presentation skills.
- ◆ Competent in problem solving, consensus building, organizational tasks and re-engineering processes.
- ◆ Considerable training, knowledge and application of purchasing and contract law.

EDUCATION

- ◆ Bachelor of Science Degree in Public Administration
- ◆ Associate Degree in Supervisory Management
- ◆ Certificate in Management Development
- ◆ Attended a variety of technical/professional workshops

PROFESSIONAL ORGANIZATION MEMBERSHIPS

- ◆ National Institute of Governmental Purchasing
- ◆ Wisconsin Association of Purchasing Personnel
- ◆ V.A.L.U.E. in Local Government (Co-chairperson)