

Ryan E. Duncan

Experience: 1997 - Current Cintas Corporation

Milwaukee, WI

General Management Executive with significant experience in operations management in the uniform and facility services industry with Cintas Corporation. General Manager of Milwaukee operation serving the Greater Milwaukee Metro and Southeast Wisconsin market with full P&L accountability for location with annual revenues exceeding \$9 million. Responsible for motivating and leading over 100 employees across multiple departments including production, service, sales, and office administration to exceed all business goals and objectives including revenue growth, profit improvement, safety performance, and customer service/retention while ensuring compliance with all corporate policies.

The largest uniform and facility services provider in North America, Cintas provides highly specialized services to over 1,000,000 businesses earning recognition for industry leading customer service. Cintas is a publically held company traded over the NASDAQ Global Select Market under the symbol CTAS, and is a component of the S&P 500 index. Cintas operates 420 facilities in the U.S. and Canada with annual revenues of \$4.55 billion and net income of \$374.4 million in fiscal year 2014. Cintas was recognized in 2014 by Forbes as one of the Top 100 most trustworthy companies and by Fortune as one of America's Most Admired Companies.

General Manager

(Nov. 2007 – Current)

- Executive leader with P&L responsibilities for operation with revenues in excess of \$9 million annually, employing over 100 full time Cintas Partners servicing over 1,300 customers in the Greater Milwaukee/SE Wisconsin market.
- Managed the final stages of new facility construction and the opening of the operation 2008 by coordinating contractors and vendors, managing the employee and customer transfers, and directing all staffing activities which resulted in the facility start up meeting all timeline and performance benchmarks.
- Proven performance in the implementation of strategies to exceed key performance metrics through a leadership team of seven managers and three supervisors across the Service, Production, Sales, and Office Administration departments by focusing on hiring, training, and retaining highly talented and motivated Cintas Partners.
- Consistent track record of financial performance by exceeding projected revenue and profit expectations consecutively in FY'10 and FY'11. Implemented strategies to increase revenue growth while reducing expenses resulting in year over year revenue growth of 7.5%, year over year increase in operating profit of 24%, and net income improvement of 15% in the current FYE May, 2011. Overall net income has exceeded projected goals by 35% in first three years of operation.
- Increased customer satisfaction by improving the customer service training for frontline service employees and through a focus on improving product quality and service systems resulting in an increase in customer retention every year.
- Improved employee retention by developing a dedicated workforce engaged in the overall performance and success of the operation through a deliberate strategy of fostering Cintas's strong corporate culture, encouraging the leadership team to emphasize employee development in day to day operations, and by improving the safety performance across all departments.
- Detail oriented leader focused on the execution of policies and procedures resulting in a corporate audit performance of 94% which ranked in the top 10% of Cintas operations, and internal safety audit scorecard performance of 100% for three consecutive years between FY'12 – FY'14.

Asst. to the Group Vice President | North Central Group

(Sept. 2006 – Nov. 2007)

- Acted as interim General Manager at two rental operations in Hammond, IN and Eagan, MN with \$9.5+ million and \$8.8+ in annual revenues respectively. The primary responsibility of ensuring all revenue and profit performance goals were exceeded during a period of leadership transition was accomplished.
- Created a regional growth initiative that generated over \$2.6 million in additional annualized revenue in each of the two consecutive years it was implemented by coordinating 14 operations across five states by designing the marketing plans, management tools, and employee incentives to increase overall product penetration within the existing customer base.
- Earned certification as a Faculty Instructor for the Service Leadership Training seminar through the Cintas Executive Leadership Training program and facilitated eight leadership seminars in which over 50 service department managers, supervisors, and route trainers were instructed on providing world class coaching, training, and career development for service department Partners.

Sales Manager | Facility Services

(Sept. 2002 – Sept. 2006)

- Recruited, trained, and developed peak performing outside sales teams for two operations whose primary responsibility was to identify new business customers and successfully present and sell Cintas' complete line of facility service rental programs.
- Increased sales team productivity every year by an average of 6% resulting in an average performance of 104% of goal every year in the sales management position.
- Developed three President's Club (Winner's Circle) Sales Representatives including one sales representative that achieved two consecutive year President's Club awards, hired and trained three sales reps that achieved "Rookie of the Quarter", and promoted two sales representatives into key management positions.

Service Manager | Industrial Rental & Facility Services

(May 1999 – August 2002)

- Managed service team consisting of 10 service routes with over \$4.6 million in annual revenues.
- Consistently exceeded key performance metrics resulting in superior growth and customer retention by training and developing peak performing members of the service team at the location.
- Focused on the career development of direct reports resulting in the promotion of two Partners into supervisory positions, two Service Reps into Wholesale and Super Route positions, and mentored multiple Management Trainees into leadership positions.

Sales Representative | Industrial Rental

(Dec. 1997 – May 1999)

- Consistently exceeded sales performance goals resulting in 3 PEAK Performer Quarterly Awards, achieving the first quarterly award in second quarter as a sales rep helping contribute to the team earning "Sales Team of the Year" performance.
- Achieved the second and third quarterly awards after relocating to Central Illinois to open a new service market for Cintas. Successfully grew the Central Illinois market to two full service routes in just 12 months before earning a promotion.

Sales Support Specialist | Industrial Rental

(June 1997 – Nov. 1997)

- Consistently exceeded all performance goals after completing sales training resulting in a promotion to Sales Representative within six months.

1996

Enterprise Rent-A-Car

Peoria, IL

Management Trainee Internship

- Successfully completed all requirements of the management trainee internship program and contributed to the local branch achieving its sales and profit goals through customer interaction including sales transactions, fleet coordination, and customer goodwill.

1991-1995

River City Athletic Club

Peoria, IL

Summer Crew Lead | Grounds Keeping & Maintenance

- Lead seasonal workforce to complete all maintenance and grounds keeping projects successfully, both on time and within budget, often working independent from management.

Education:

1993-1997 Indiana University ~ Kelly School of Business

Bloomington, IN

- B.S. Marketing, International Studies Concentration
- Center for Global Sales Leadership: *Founding Member, Co-Director of Fundraising Committee*
- Undergraduate Marketing Club: *Member at large*
- Sigma Nu Fraternity: *IU Sing Director, Chapter Historian*

**Community
Involvement:**

United Methodist Church of Whitefish Bay: Job Transition Ministry, Men's Ministry,
Finance Committee Chairperson (2011-2014)

**Contact
Information:**

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