

LISA HAITZ

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Chief Procurement Officer

Transformative Business Partner | Strategic Finance Executive | Collaborative People Leader

Collaborative highly motivated Supply Chain Leader skilled in developing, implementing, and executing procurement initiatives. Adept at driving significant cost savings, building strong supplier relationships, and ensuring high-quality products and services are sourced. Partners closely with cross-functional teams and senior leadership to achieve global sourcing and procurement goals and monitor industry trends while ensuring compliance with ethical, legal, and environmental standards.

Transformation Leadership
Risk Mitigation & Compliance
Continuous Improvement

Sourcing Strategies
Contract Negotiation Skills
Innovation and Best Practices

Collaborative Partnership
KPIs, Metrics and Trends
P&L Management

Professional Experience

American International Group (AIG) | Hamersville, OH

July 2020 – Oct 2023

Vice President, Global Sourcing and Procurement Professional Services & CRM | 2022 - 2023

Managed 400+ vendor relationships, \$1.3B in professional services spend, 700 vendor service contracts, and 1K sourcing transactions per year for Fortune 100 multinational finance and insurance corporation, AIG. De-escalated vendor and internal customer disputes as the decision-making point of contact.

- Owned the mission and vision for procurement strategies and vendor management aligned with the strategic and operational objectives of the broader enterprise.
- Strengthened employee experience by right-sizing and aligning roles through engagement sourcing strategies, clear performance targets, improving procurement/purchasing processes and mentoring employees.
- Increased savings and improved outcomes by transforming the perception of the sourcing team from order takers to strategic partners, building cross-functional relationships, and providing data-driven insights to C-Suite leaders.
- Generated \$100M+ in cost savings via supplier rationalizations, competitive bidding, and negotiation and saved an additional \$30M by analyzing strategic plans for vendors and services and implementing optimized policies/processes.

Service Governance and Supply Management Leader | 2020 - 2022

Shaped and implemented a global strategic approach to vendor management, emphasizing cost reduction, mitigating risk, and cultivating mutually beneficial business relationships. Oversaw and monitored service provider strategies and metrics that impacted upstream/downstream processes, business stakeholders, and enterprise-wide financial performance.

- Implemented governance programs focused on partnership alignment and strategy, contract oversight, transition services, and critical business impact activities for a \$2B managed service outsourcing deal.
 - + Enabled \$500M in savings over the life of the contract through robust operating rhythms, establishing a team approach and processes to manage performance, change, escalations, billing/financial reviews, and compliance.
- Avoided service interruption while managing contracting and transition of ~6.5K employees to a strategic partner.
- Led the delivery of \$133M in exit run rate benefits, directly impacting AIG's combined ratio.
- Secured \$60M in savings benefits via contributions to end-to-end value stream mapping, future state design, and roadmap creation to align with business goals and service provider objectives to add ~\$200M in additional services to the partnership.
- Equipped the business to improve customer experience and decrease manual operations by partnering with a 3rd-party provider to pilot a process roadmap, identifying opportunities for improvement, big swings, and productivity.
- Established governance structure and implemented processes for executive governance, process governance 3rd-party performance, contract lifecycle management, billing review, and transition services agreement execution.
 - + Integrated quarterly business reviews (QBRs), employee highlights, and innovation robotic process automation of manual processes.

General Electric Company (GE) | Cincinnati, OH

Dec 2014 - June 2020

Executive, Legal Shared Services and Supplier Management (GE Global Operations) | 2019 - 2020

Oversaw the 20-member global shared service legal team and associated \$15B in indirect sourcing legal spend within the Global Operations Center for Fortune 50 multinational conglomerate GE.

- Created and implemented a strategic plan to unwind the shared services model, shifting functional roles back in GE businesses in preparation for an unprecedented breakup of the GE conglomerate model.
- Developed and deployed a governance program for critical 3rd-party suppliers totaling ~\$500M in annual spend; provided escalation leadership, contract management, cost management and service delivery oversight.
- Minimized costs and reduced service risk by creating a new legal service delivery model.

Legal Shared Services Transformation Leader (GE Global Operations) | 2017 - 2019

Partnered with 9 global legal leaders to develop implementation plan for transformation to improve cost structure and customer experience.

- Triggered a 20% cost out by designing an actionable, prioritized roadmap, including immediate and short-term actions (e.g., simplification of 65 key processes) to achieve the transformation vision.
- Delivered a measurably improved customer experience for the service users by providing superior value-add customer service.
- Drafted messaging, including executive communications, and developed a stakeholder feedback process.

Global Onboarding and Credit Center of Excellence Leader (GE Global Operations) | 2016 - 2017

Built and implemented a new global service organization to deliver customer and supplier due diligence and credit review services for launch across all 8 GE businesses.

- Introduced automation strategies/projects in credit and onboarding services implementation of lean visual management and simplification culture.

Integration Program Manager (GE Global Operations) | 2014 - 2016

Implemented a strategy to migrate 500 roles in a newly created global shared services center, ensuring knowledge transfer and minimizing impact on the workforce.

- Reduced time to migrate roles from 5 months to 2 months for direct cost savings to GE businesses.

Additional Professional Experience

- ▶ **Lean Six Sigma Blackbelt** | GE (Aviation Division) | 2013 - 2014
- ▶ **Legal Contracts Analyst** | GE | GE (Aviation Division) | 2010 - 2013
- ▶ **Account Analyst** | Medpace | 2009 - 2010
- ▶ **Advanced Internal Auditor** | Western & Southern Financial Group | 2007 - 2009
- ▶ **Inside Sales Manager, Sales Origination Specialist** | Cargill Inc. | 2004 - 2007

Education | Professional Development

- ▶ **Master of Accountancy** | Northern Kentucky University
- ▶ **Master of Science in Agriculture** | The Ohio State University
- ▶ **Bachelor of Science in Agricultural Business and Management** | The Ohio State University
- ▶ **Change Acceleration Process (CAP) Certification** | General Electric
- ▶ **Lean Six Sigma Black Belt Certified** | General Electric
- ▶ **Certified Public Accountant (CPA)** | Accountancy Board of Ohio

Professional Affiliations

- ▶ **Board of Directors - Director** | Ohio Morgan House Association | 2022 - Present
- ▶ **Participant** | AIG Women in Leadership Program | 2022
- ▶ **Participant** | GE Accelerated Leadership Program (XLP) | 2019