

Jerome E. Wszalek

78 Roosevelt Avenue
West Seneca, NY 14224

716-674-0304 (H) 716-812-0289 (C)
wszalekj@aol.com

MANAGEMENT PROFILE

After successful tenure in growth oriented companies, downsized professional is enthused to contribute operational talents to an organization poised for growth.

AREAS OF MANAGEMENT EXPERTISE

- OPERATIONS
- MARKETING
- OMBUDSMEN
- SOLUTION PROVIDER

AREAS OF IMPACT PERFORMANCE

Leadership – Attained the position of Vice President by being a strong communicator and motivational mentor with a “leadership by example” Philosophy.

Finance – Complete P&L understanding and accountability. Strong Purchasing background with exceptional negotiating skills.

IT – Started career with a pioneer in the computer field and constantly upgraded qualifications and credentials in this arena.

Management Practice – Successful in directing operations / marketing, building cost savings and facility effectiveness for profitability.

Business Process – Experience that encompasses strategic planning, business development, and fundraising all in conjunction with process improvement on existing or new procedures. Strong relationship cultivation experience.

PROFESSIONAL EXPERIENCE

Tata Consultancy Services

2004 - 2009

North America Training Center Head / General Manager

Selected to launch and manage the development and training solutions office for the company’s North American Training Center. Startup process included securing location, facilities, equipment, vendor relations, media affiliations, technology and staffing. Interfaced with all levels of management, associates, and clients. Assisted in all operations of business development in conjunction with sales initiatives. Led local HR and recruited at universities. Made presentations representing TCS internally and externally. TQM Audit 100% compliance. Monitored reports.

Accomplishments:

- First full-time associate hired in North America for L&D.
- Created and inaugurated “Chrysalis”, the dedicated North American training center.
- Oversaw corporate training for 16,000 in North America.
- Ambassador to all TCS and TATA Companies representing the best interests to the corporate and community stakeholders.
- Authored the Annual Social Responsibility plan and executed it in conjunction with corporate strategy to develop business and community relationships.
- Designed, implemented, and directed expansion / merger of two facilities into one location to reduce overall cost of operations.
- Initiated and negotiated national agreement with major hotel chain saving company annually \$250,000.

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Tech State Inc.

2002 - 2003

Director / Operations Manager

Directed all aspects of new computer training center. Responsible for daily operations including scheduling, purchasing, planning, accounting, vendor relationship building, managing quality instruction. Supervised and mentored staff of instructors and administrators. Implemented HR policies and procedures. Completed NYS Education Licensing application / requirements.

Accomplishments:

- Examined business status and created action plan to move business forward.
- Implemented Access database to manage school process and financial accounting.
- Negotiated revised contracts for effective courseware procurement.

CompUSA Inc.

1998 - 2002

Training Territory Director / Business Manager

Successfully managed all aspects of five certified licensed schools including: financial profitability, planning, marketing, telemarketing, computer network administration, purchasing, scheduling, interviewing, hiring, consulting, and troubleshooting. Recruited and supervised staff of up to 55 instructors, sales associates, and administrators in Buffalo, Rochester, Syracuse, Albany, and Manchester, CT.

Accomplishments:

- Implemented night track to facilitate needs of non-traditional students and corporate clients resulting in new revenue generation.
- Secured New York State Education licensing for schools and staff within project deadlines.
- Fulfilled delivery of major NYS contracts.
- Authored and awarded several national agreements.

EDUCATION

Bachelor of Arts in Communications, **SUNY College at Buffalo**

Associate of Arts in Liberal Arts, **Hilbert College**, Hamburg, NY

PROFESSIONAL TRAINING

- Six Sigma, 2009
- Infrastructure Security Course
- New York State School Directors Course & License
- Conducting Performance Reviews & Leading Effective Meetings
- Certified in Excel, Word, PowerPoint, Lotus Notes, Act and others
- Completed computer training with Apple, IBM, HP, and others
- Instructor of Leadership, Dress for Success, and other programs

PROFESSIONAL AFFILIATIONS / COMMUNITY SERVICE

- Elected Member – **Hilbert College Alumni Board of Directors**
- Chairman – **Western New York Community Fund Raiser**
and active in other philanthropic causes
- Member – **Buffalo & Niagara Partnership**
- Member – **InfoTech Niagara**
- Member – **American Society of Training and Development**
- Member – **Buffalo NY Citybration Committee**
- Member – **Green LEED Advocacy**