

# MACKLIN ZUKOFF

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<http://www.linkedin.com/in/zukoff>

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## Professional Profile

Highly organized manager with extensive experience in the areas of product efficiency, vendor relations, supply chain management and supervising multilevel staff. Also accomplished in meeting organizational and project objectives by blending sound materials, training, measurements of quality, and reporting. A manager who is customer focused and has excellent employee training and development abilities.

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## Select Accomplishments

### Project and Operations Management

- Fostered twelve start-ups as COO of Buffalo's Private Business Development Company.
- P& L responsibility for a budget of \$15 million, increasing net profit to over twenty percent.
- Increased network uptime and customer satisfaction by creating installation and plant maintenance processes.
- Developed customer service plan to increase customer satisfaction.
- Conducted field audits of installations across the company, requiring 50% travel.
- Managed the reporting of project progress, manpower requirements and inventory levels.
- Created specification documentation for the performance of broadband networks; best practices.
- Worked with a development team to write and publish company training manuals.
- Managed the construction of fiber optics networks for facility-based carriers across the country.

### People Management

- Classroom and hands on Trainer for the EPA/HUD Model Renovator Initial Course
- Recruited and hired personnel, including Project Managers, warehouse and clerical staff and engineers.
- Supervised 100 Technicians, including seven direct reports: five Project Managers, a Training Manager, and a Fleet Manager.
- Directed the activities of Engineers in fourteen locations
- Managed three separate facilities with a team of forty multidisciplinary staff, including but not limited to engineers, inspectors, project managers and clerical staff.
- Doubled annual revenue by evaluating and restructuring an outsource labor company.
- Defined installation practices, installation training classes and certification processes.

### Supply Chain Management

- Specified materials for use across the company.
- Collaborated with vendors to develop last mile materials to enhance the customer experience.
- Unified materials throughout the company improving efficiency of capital funds.
- Managed the Request for Proposal process for broadband equipment and labor purchases.
- Achieved substantial supply chain cost savings using an innovative approach.

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## Professional Experience

nxtARROW Business Development, LLC <i>Buffalo's Private Business Development Company</i> <b>Chief Operating Officer</b>	Buffalo, NY	2010-present
Telecommunications Innovations, LLC <b>Consultant</b>	Buffalo, NY	2006-present
Amtec, LLC <i>A Nationally Recognized Installation Company</i> <b>Vice President of Operations, NE Division</b>	New Jersey and PA	2007
United Pan-Europe Communications (UPC) <i>Largest Cable Television Operator Outside of the United States</i> <b>Corporate Director of Construction and Technical Operations</b>	Amsterdam, NL	2000-2006
Mastec North America <i>Nationwide Telecommunications Contractor</i> <b>Project Director</b>	Phoenix, AZ	1998-2000
Third Millennium, LLC <i>Project Management Company</i> <b>Senior Vice President of Operations</b>	Phoenix, AZ	1996-1998
Sammons Communications, Inc <i>Tenth Largest Cable Television Operator in the United States</i> <b>Corporate Director of Construction</b>	Dallas, TX	1979-1996

## EDUCATION

Brooklyn College  
**Bachelor of Arts** (Television and Radio Production)

## PROFESSIONAL DEVELOPMENT

Dale Carnegie and Associates; Fort Worth, Texas  
Green Schools Advocacy Training, Buffalo, NY  
JDSU training  
EPA/HUD Model Renovator Certification