

# MARGARET OSTRANDER

5115 S. Freeman Road  
Orchard Park, NY 14127

[www.linkedin.com/pub/margaret-ostrander/25/1a6/826](http://www.linkedin.com/pub/margaret-ostrander/25/1a6/826)

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716.713.1050

ostranderm13@gmail.com

## EXECUTIVE PROFILE

Results-driven Operations Manager with extensive experience in financial reporting, budgets, incentives and forecasting. Process oriented with proven success collaborating with cross-functional teams to meet aggressive revenue and expense budgets. Possess excellent finance and planning, analytical and problem solving skills. Specialize in establishing effective business relationships with key business executives often functioning as a trusted advisor.

- Budgetary Management
- Global Liaison
- Cross-functional Communication
- Financial Reporting
- Forecasting
- Commission Accounting
- Asset Management
- Auditing
- Quota Setting
- Lead Management

## PROFESSIONAL EXPERIENCE

### IBM CORPORATION, Buffalo, NY

#### Global Industry Operations Manager

2008 – 2010

Developed end to end business reporting which included design, delivery and analysis of \$4B+ revenue and signings plan for Chemical & Petroleum and Industrial Products industries to the Industry General Manager and worldwide team.

- Managed \$2M annual expense budget and achieved all quarterly and annual budgets and commitments within 99% of budget.
- Achieved forecast commits within 2% of results each quarter by meticulous management of all aspects of pipeline, business reviews, incentive accounting and financial reporting for the industries.
- Resolved a two year old marketing issue with a company in France, improving customer satisfaction with client and country management team.
- Trained peer colleagues in financial systems and reporting which enabled them to achieve expertise in their industries and increased overall effectiveness of team.
- Recruited and appointed to Global role by Industry General Manager of C&P and IP Industries.

#### Sector Sales Operations Manager

2006 – 2007

Provided operational leadership to Vice President of Americas Distribution Sector in support of \$4B revenue and signings objectives for Americas Distribution Sector.

- Created executive presentations and business analysis of pervasive issues for the monthly reviews with management team to improve revenue results.
- Coordinated incentive plan maintaining \$1M budget.
- Created incentives objectives for 15+ managers resulting in strong individual achievement and improved business results.

#### Sales Operations Manager

2003 – 2006

Provided sales operations support of \$2B revenue and signing plans for Distribution Sector for the US East Region.

- Coordinated quarterly commission accounting financial close resulting in zero errors.
- Received highest rating for internal corporate audit during tenure.
- Represented Vice President in executive team monthly reviews providing complete business analysis ensuring integrity of data.
- Significantly improved efficiency of team by providing extensive backlog management reporting.

**IBM CORPORATION (Continued)****Brand Program and Operations Manager**

2000 – 2003

Managed \$800M forecast process and weekly headquarter and regional reporting for the East Region Mainframe division. Responsible for driving management system in support of forecast process for the Mainframe division.

- Improved accuracy and operational efficiency 20+% by creating an automated program to consolidate all mainframe data in preparation for reviews with Americas Director of Mainframe for East Region.
- Implemented inventory management procedures, to maintain financial results, which limited uninstalled assets each quarter to less than 1% of shipped machines.
- Achieved all forecasts during tenure as the regional coordinator of mainframe forecast process.

**Business Development Program Manager**

1999 – 2000

Budgetary manager for Americas Integrated Marketing North America Brand organization with \$30M operating budget.

- Achieved yearly budgets within 5% of \$30M plan.
- Reduced Accounts Receivables timeline 50% by developing an enhanced receivables process for IBM and a Business Partner which became the new model for the Channel organization.
- Resolved exposures to achieve \$30M budget by conducting monthly reviews with brand management.

**Operations Analyst**

1996 – 1998

Coordinated \$800M forecast process and revenue reviews for Northeast Area IBM Global Services organization.

- Improved quarterly revenue results by developing an enhanced forecast process.
- Achieved 99% forecast accuracy during tenure and recognized for outstanding performance.

**Senior Commission Analyst**

1996 – Prior

**RECOGNITION AND AWARDS**

IBM Leadership Award

IBM Means Service Award – 2

Regional Manager's Award – 1

Branch / Other Awards – 8+

Regional / Trading Area Recognition Events – 3

Delta Mu Delta – National Honor Society in Business Administration

**EDUCATION****MBA**, International Business, St. Bonaventure University, St. Bonaventure, NY**BS**, Business Management, Canisius College, Buffalo, NY