

ANGELA L. COPPLER

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SUMMARY: Determined, innovative, and successful Senior Project Management Leader, with demonstrated ability to simultaneously manage multiple high profile projects on time, on budget, and under constricted timelines. Strong analytical, operational, and strategic leadership skills. Proven track record of creating and implementing processes, driving change, and getting results needed to support new and ongoing Brand and Technology initiatives. Able to align and gain support from leadership, internal, and external partners. Strong focus on personal and team growth.

- Business Process and Project Management
- Technology Process and Systems Implementations
- Organizational Training and Development
- Execution of Brand Strategic Initiatives
- New Ventures/Start Ups
- Business Calendar Management

PROFESSIONAL EXPERIENCE

1997 to 2009

Express, Columbus, Ohio

The preferred young, sexy, and sophisticated designer brand for work and casual wear among fashion-forward young women and men. At \$1.8b, Express is one of the ten largest specialty brands in the country, with more than 580 stores, and over 20,000 associates.

DIRECTOR, BUSINESS OPERATIONS

2006 – 2009

Led a highly dynamic team of Project Managers, Project Coordinators, Business Analysts, Interns, and Consultants to execute brand related strategic initiatives. Spear headed the Express Transition away from Limited Brands. Managed and refined multi-faceted business processes across the organization. Drove technology implementations and upgrades. Directed space and facilities management.

- Established new **Travel** function within Express. Negotiated savings of \$4 per online booking, and \$17 per phone booking. New Agency costs reduced travel management spend from \$750k annually, to \$177k. Drove online booking initiative, increasing online bookings by 25% in 1st 6 months.
- Partnered with Limited Brands and iJET to establish a **Global Security** process, protocol and service for over 500 Express travelers within 4 weeks. Led crisis management internally until new team was established.
- Established new Express **Procurement** function, team, and system. Led extensive RFP for new **Expense Management** software. Transition to new systems represented a substantial savings, as new software costs were less than \$400k annually, vs. a multi-million dollar spend for previous system modules.
- Oversaw project management of Express **E-Commerce launch**, driving collaboration across internal partners, external vendors/3rd parties, and site host. Resulted in an on time launch and \$32m in sales within the first 6 months.
- Led Transition activities related to the **Sale of Express** from Limited Brands. Managed the completion of 185 pre-close activities, 23 at-close activities, and over 500 post close activities within 9 months of announcing sale.
- Stringent oversight of annual **Win @ Holiday** cross-functional team, project plans and timeline. 2007 efforts resulted in the best Black Friday ever at \$29.3m, beat December sales goal by \$8m, and Q4 sales goal by \$31.5m.
- Managed approval flow and \$10m budget for all Express related **Technology** requests and systems – Last season of ownership ended up \$435k favorable to season plan, and \$4.9m favorable to LY.
- Managed \$1.5m capital and expense spend for NY and Columbus **Facilities Management**. Executed over 40 projects in 2008.
- Developed **team members** through training, mentoring, coaching, and regular performance evaluations. During tenure, ALL full time team members were either promoted or repositioned within new or existing functions.

PROCESS MANAGER, BUSINESS OPERATIONS

2004 – 2006

Managed and facilitated Express strategic initiatives and cross-functional project teams. Owned project plan creation and tracking tools. Drove change management efforts, and post implementation support, to ensure planned results were realized.

- Selected as the 2005 Express APEX (President's Leadership Club) Attendee by the CEO.
- Worked w/London based Jewelry Concessionaire, DCK, to establish a **jewelry concessions** business in 34 test stores for Express and The Limited, resulting in a 5.5% increase in jewelry penetration and \$1m in commission.
- Led multi-year initiative to more effectively **manage DC inventory** resulting in a 7% reduction in DC holding, a 30% increase in pre-allocations, and a 4% increase in cross docks resulting in \$80k in annual labor cost savings.

- Identified annual savings opportunity of over \$27m by reducing air deliveries and **maximizing ocean deliveries**. Realized \$12m save in the program’s first season.
- Led implementation of **Product Development Process Redesign**. Developed training materials and curriculum, and executed cross-functional product team training for over 200 Associates in Columbus and NY across 9 business functions. Drove cross-functional team to establish a new “**fast track**” product development cycle for fast fashion, improving the lifecycle from the normal 38-42 weeks to just 11 weeks.

ALLOCATION SYSTEMS TEAM LEADER

2003 – 2004

Led the **implementation of PrePack Optimizer** on time and under budget. Partnered with LTS to coordinate functional designs and development. Managed User Acceptance Testing, implementation, and post go-live support. Designed and documented size break process, and executed 7 categories of process and system training for 200 Associates across Merchandising, Manufacturing, Planning, Allocation, and Distribution.

- Upon implementation, Allocation was able to increase prepacked units resulting in labor savings of over \$458k in the DC, and over \$298k in Stores, within the first 10 months. Having full size ranges in stores also contributed to more than \$5.7m of additional volume in the first season.

MANAGER OF ALLOCATION FOR TRAINING & DEVELOPMENT

2003 – 2004

Designed, developed and delivered system and process training for Allocation team including: Arthur Allocation Systems/Processes, CICS Mainframe Applications, IP, PkMS, PrePack Optimizer, MicroStrategy, and Microsoft Applications.

- Created a streamlined process and tools for **New/Remodel Store Plans**. Developed training materials and curriculum, and trained all Allocation Associates.

MANAGER OF ALLOCATION, Sweaters, Knits, Dresses, Wovens, Lingerie, Accessories

1999 – 2003

Coordinated efforts and provided guidance in managing inventory levels for all stores, with a team of 13 Associates, across 7 departments. Areas managed represented over 55% of Express’ volume.

- Selected as the 2002 Express President’s Leadership Club Attendee by EVP of Planning & Allocation.
- Implemented a manual prepack process that increased prepacks from 13% to 40% within 6 months.
- Developed and implemented roll out strategy for the new Express Lingerie business.

STORE PLANNER, Sweaters, Denim

1998 – 1999

Partnered cross-functionally to develop inventory management strategies. Executed all store level planning for new, flow, and EDI product. Coordinated efforts with Store Analyst to effectively manage inventory levels in all stores.

STORE ANALYST, Knit Tops, Woven Shirts, Sweaters, Active Wear

1997 – 1998

Partnered with Store Planners, Merchants, DC, and District Store Managers to coordinate Allocation strategies for all items, within assigned departments, for all stores. Met planned inventory levels, managed top items to the best stores, identified opportunities within the product line.

1994 to 1997

Hit or Miss, Stoughton, Massachusetts

A privately held national retailer of misses and juniors off-price fashion clothing and accessories; formerly part of TJX Companies, Inc.

MERCHANDISE ANALYST, Career Related Separates

1996 – 1997

- Forecasted trends & sales plans, developed allocation and test strategies.

ASSISTANT MANAGER, Providence, Rhode Island

1994 – 1996

- Managed a \$1.0m+ store, assisting in sales and consumer relations, merchandising, and personnel.

TECHNICAL EXPERTISE

- | | | |
|------------------------|--------------------------------|---------------------------|
| • Microsoft Excel | • Microsoft Sharepoint | • Ariba Travel & Expense |
| • Microsoft Word | • JDA/Arthur Allocation | • Concur Travel & Expense |
| • Microsoft PowerPoint | • Data Warehouse/MicroStrategy | • Coupa E-Procurement |
| • Microsoft Project | • Island Pacific | • Cliqbook |
| • Microsoft Visio | • PkMS | • Peoplesoft |

EDUCATION

Johnson & Wales University, Providence, Rhode Island
Bachelor of Science in Marketing with a concentration in Psychology
Associate in Science in Advertising & Public Relations
Cum Laude Graduate, Honor Student

CONTINUING EDUCATION

Currently preparing for the PMP Certification Exam
PCI Compliance Training
Senn-Delaney Leadership Workshop
Teams in Action
Essential Facilitation
Diversity & Inclusion
Advanced Microsoft Applications including Excel, Word, PowerPoint, Visio

HONORS

Brand Hero Award Winner Express E-Commerce Launch Team 2008
Merit Award for Global Security, Travel, & Expense Transition Spring 2008
Merit Award for Procurement Transition Spring 2008
Brand Hero Award Winner Express Transition Team 2007
Merit Award for Project Insight Spring 2007
Brand Hero Individual Award Winner 2005 (Reintroduction of Annual Awards)
Brand Hero Nominee Express Denim Events Launch Team 2005
Limited Brands GEM Award Winner for Contributions to PrePack Optimizer 2004
Key Contributor Individual Winner Spring 2002, 2003
Key Contributor Winner Women's Knit Tops Team Spring 2000, Spring 2001, and Spring 2002
Key Contributor Winner Express Arthur Allocation Implementation Team Spring 2001
Key Contributor Winner Express Package Migration Team Spring 2001
Outstanding Contributor Individual Award Winner 1998, 1999, 2000 (Annual Awards ended in 2000)
Key Contributor Individual Winner Fall 1998