

CURRICULUM VITAE



ALMARIE FALBO, MBA

Senior Vice President

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PROFESSIONAL EXPERIENCE

CYNERGY CONSULTING SERVICES, INC.

A business operations executive with extensive experience in identifying and reframing business and operational issues to develop strategies and benchmarks for targeted operational improvements and process automation. At Cynergy her skills are applied to practice acquisitions and mergers, practice management assessments, and practice integration efforts. Through hands on management leadership, she has implemented enterprise initiatives to improve or overhaul complicated business processes in a variety of industries, most recently in healthcare and private practice. With a track record of “making an impact”, her passion is applying her business and management insights developed over decades of work experience across organizations both large and small.

CCS ONCOLOGY & CCS HEALTHCARE

As Chief Operating Officer, Ms. Falbo directed operations and strategic growth initiatives for CCS Oncology and CCS Healthcare.

‘C’ SUITE EXECUTIVE

‘C’ Suite executive, who utilizes broad and diverse knowledge and experience along with a strong entrepreneurial orientation to achieve positive results.

Organizations large and small, asset based established enterprises and virtual eCommerce start-ups, global and local, private and non-profit, her experiences encompass financial services, manufacturing, sourcing and supply chain, customer service, franchise operations, technology and healthcare.

By examining the broader picture and positioning the customer first, she is adept at identifying areas of synergy and finding opportunities to turn liabilities into assets. Through hands on management leadership, Almarie has implemented enterprise initiatives to develop, simplify, improve or overhaul complicated business practices in a variety of industries.

Senior Executive recognized for:

- Always keeping an eye on the bottom line and never losing sight of how decisions impact it.
- Effectively interfacing with customers, suppliers and investors.
- Generating income from the supply side of the business.
- Manager and developer of staff through open communications and developmental assignments.
- Leading with words and deeds, modeling effective work habits. Building a sense of enthusiasm about the company’s future.

SELECTED ACCOMPLISHMENTS

Extensive experience with Boards of Directors, have served on boards and led sub-committees.

- Chaired the program that led the separation of the Test and Measurement Division from Hewlett-Packard to form Agilent Technologies. Transitioned the technology and automations solution to Oracle 11i. Operations and IT realized \$1B ROI over 3 yrs.

Adept at removing inefficiencies and quickly seeing the gains in the financials.

- Managed inventory for cash-over-cash that led a small technology start up to increase turns and double revenue.
- Initiated a hallmark customer and service recovery campaign at Agilent which improved Days Sales Outstanding (DSO) by 16 days and contributed \$30M cash. The global customer business service centers performed 40K transactions/month with an annual budget of \$380M.

Mobilized customer satisfaction into achieving real returns. By positioning the customer first when examining the broader picture, areas of synergy are clear and opportunities emerge to turn liabilities into assets.

- Reached the stretch goal of 100% perfect install of Avaya smart phones for the opening of Wynn Resorts in Las Vegas. Identified the critical few metrics driving across functions and aligned the operations actions for great results.

Able to quickly and efficiently put into place new regulation.

- Applied data compliance from financial regulation to healthcare. Developed a data glossary and dictionary for physician credentialing. Met medical data privacy regulation requirements.
- Recognized by Manufacturers Alliance (MAPI) for “Approval to Purchase is Approval to Pay” program. Low dollar accounts payable transactions now went through a simplified path.
- Turned PC Magazine ranking of customer service for NEC personal computers from the bottom of 10 to the top tier. An internal initiative gave insight into the causes of dissatisfaction, which were swiftly addressed.

Can recognize when an alliance arrangement may be the avenue to realize goals.

- Established the alliance agreement between Ally Financial and DealerTrack. Still today DealerTrack is the primary source of auto finance credit applications and contracts booked by Ally. This was a major contributor to the success in transitioning GMAC from being a captive organization, mainly for GM dealers, to Ally Financial a non-captive lender.

FURTHER PROFESSIONAL EXPERIENCE

RESULTS THROUGH COLLABORATION, LLC Ponte Vedra Beach, FL and Rochester, NY **2014 - present**

Joined CCS Healthcare June, 2017 as Chief Operating Officer for 34 physicians, 17 locations, \$40M annual revenue, due to financial challenges, at the request of the trustee and the bank, stepped in to close the business.

Odyssey Telecommunications, guided a start-up to increase sales to over \$4M in less than one year, Inc 500 for two years. Current initiatives include several additional private and non-profit organizations.

2019 Small Business Award of Distinction and Achievement.

ALLY FINANCIAL, Executive Director, Jacksonville, FL **2009 – 2014**

GMAC spin-off from General Motors. One of the largest providers of automotive financing in the U.S., funding one out of every 18 new vehicles financed. Set-up the retail auto finance segment of Ally Bank.

WHIZARD ACADEMY FOR MATHEMATICS & ENGLISH, Rochester, NY **2005 – 2012**

Premier education company with over 25 years’ experience in English language arts, mathematics and science tutoring, with over 50 learning centers in North America. This venture combined my love of education, mathematics and business. Owner of the Master License for New York State with exclusive rights for franchise sales.

AVAYA, Vice President, Basking Ridge, NJ **2004 – 2005**

Internet telephony communication company spin-off from Lucent Technologies. On the executive team with direct responsibility for global operations. Saved 10M€ with the integration of Tenovis, an European Company acquired.

MANAGEMENT CONSULTING, Sacramento, CA **2002 – 2004**

Secured engagements and delivered on assignments with, Nancy’s Specialty Foods (fulfillment), ORCO USA (gross margin), and Out of the Blue (business growth).

AGILENT TECHNOLOGIES, Vice President, Palo Alto, CA **2000 – 2002**

Manufacturer of test and measurement equipment for communications electronics spin-off from Hewlett-Packard. P/L responsibility for global business division of 3200 employees. Led the separation of business operations from HP.

NEC, Chief Operating Officer and General Manager, Sacramento, CA **1998 – 2000**

Packard Bell, the first home computer mass marketed in the US, was a strategic acquisition made by NEC to enter the personal computer market. After an investment of two years, because of the highly competitive market NEC decided not to pursue retail in the US.

Executive Vice President of several business operations functions, and as COO led the final discontinuation of the \$2B US business.

BAUSCH & LOMB, Vice President, Rochester, NY

Eye healthcare company, with eyewear, contact lens, ophthalmic surgical and pharmaceutical products. Brought the purchasing and supply chain revolution to health care and retail fashion eyewear products (Ray-Ban, Revo, Killer Loops Arnette, Suncloud, Liz).

XEROX CORPORATION, Rochester, NY

Technology and services company known for document management. Held multiple strategic, marketing, operations and planning positions. Led the transformation of purchasing into a vibrant strategic force, extending sourcing into the supply chain, leveraged \$4B US and Europe annual spend, with over \$1B saved in five years. Managed the \$1B US leasing segment. Led a US business unit team to win the Malcolm Baldrige National Quality Award.

EDUCATION

Masters of Business Administration in Finance,
University of Rochester William E. Simon Graduate School of Business Administration,
Executive Development Program

Bachelor of Arts in Mathematics with honors,
State University Center of New York at Buffalo