

MARY C. LONG

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CEO and Board Advisor with proven track record and passion for successful transformation in supply chain digitalization, organizational agility, collaboration, logistics, customer-focused operations, and leadership development

PERFORMANCE HIGHLIGHTS & KEY ATTRIBUTES

Digitalization Strategy, Insights & Analytics

Develop supply chain insights that improve operational results, focus & transparency

- ◆ Led RFP to product traceability implementation in 17 manufacturing/distribution centers in 24 months.
- ◆ Built business case and gained alignment for private fleet conversion that resulted in over \$1M in cost savings and created significant safety and sustainability benefits.
- ◆ Created innovative feedback loop process for stores to rate supply chain center performance while improving transparency of supply chain resolution of customer concerns.
- ◆ Coached team to assess driver retention challenges, which identified opportunities that improved retention and job satisfaction by 20%.
- ◆ Delivered record \$18MM in cost savings and exceeded plan by +\$3MM.
- ◆ Designed Retail Customer Integration program across 7 business units & 3 temperature channels that delivered \$6M in cost savings and incremental revenue opportunity to customers.

Talent Strategy & People Development

Build strong individuals and teams who consistently win in the workplace and marketplace

- ◆ Undergraduate lecturer for a SC Capstone course and a SC Applied Project course
- ◆ One of four principal designers of a popular supply chain and logistics resilience course for DHS/FEMA.
- ◆ Demonstrated leadership in ability to attract, coach & retain game changing supply chain talent.
- ◆ Restructured 2 underperforming business units to right size organizational leadership and competencies.
- ◆ Coached two Rising Talent Competition teams for 2/2 wins in both 2013 & 2014.
- ◆ Earned highest Supply Chain ranking in Cannondale Customer Survey after implementation of new engagement strategy, organizational design and building team competencies in analytics, risk taking &

Customer-Focused Supply Chain Transformation

Create results-oriented supply chains that connect people and processes to their mission and metrics

- ◆ Designed and implemented BU changes to handle 78% YOY volume increase while delighting customers.
- ◆ Turned around troubled operation to simultaneously improve service and increased YOY EBITDA by 24%.
- ◆ Led design, build, startup and move of largest Supply Chain Center ahead of schedule and underbudget.
- ◆ Led design and implementation of new proprietary technology to give stores enroute visibility to their expected supply chain delivery.
- ◆ Implemented 2 major transformational projects: Product Traceability & Manufacturing Reliability across 18 US locations on time and under budget.
- ◆ Designed and implemented customer engagement strategy that led to best-in-class service metrics.
- ◆ Designed and implemented product quality customer responsiveness communication program.
- ◆ Successfully lead strategic customer relationship crisis. intervention efforts across customer operations, logistics, and product management.

PROFESSIONAL HISTORY

ABGILITY, LLC | Knoxville, TN 2022 – present
Founder and CEO

- ◆ Consultant and speaker on supply chain resilience, agility, digitalization strategy and talent development.
- ◆ Lead industry Think Tank sessions for supply chain strategy, hot topics and collaboration.

UNIVERSITY OF TENNESSEE | Knoxville, TN 2019 – present
Lecturer, former Supply Chain Forum Director

- ◆ Co-author on two white papers and co-led on Advanced SC Collaborative Digitalization research.
- ◆ Faculty Advisor to NeXxus – Women in SC student organization – Created 1st Girl Scout SC patch.

UNIVERSITY OF SAN DIEGO | San Diego, CA 2017 – 2018
Managing Director, Supply Chain Management Institute (SCMI); Lecturer

- ◆ Created and delivered SC Strategy executive education course with Universidad de Anáhuac, in México City.
- ◆ Created online/in person hybrid version of graduate course, Values, Ethics, & Corporate Culture (GSBA 534).

DOMINO’S PIZZA, LLC | Ann Arbor, MI 2011 – 2016
Vice President Logistics & Network Planning

Progressive Expansion of Responsibility:

Logistics, Engineering/SC Systems/Facilities + Global Equipment & Supply | March 2013 – August 2016
NA Logistics, Manufacturing (7 Plants), Engineering/SC Systems/Facilities | August 2012 – March 2013

CAMPBELL’S SOUP COMPANY | Cherry Hill, NJ 2003 – 2011

GENERAL MILLS & PILLSBURY | Minneapolis, MN; Cincinnati, OH 1998 – 2003

QUAKER OATS | Kissimmee, FL; Oakland, CA; Dallas, TX; Chicago, IL 1992 - 1998

EDUCATION, AFFILIATIONS, & SPEAKING ENGAGEMENTS

Ohio State University | **MBA** | | Operations & Logistics Management Concentration 1992

Cleveland State University | **BA** | | Quantitative Business Analysis Major, Cum Laude 1988

FEMA - Co-Project Lead on Course: Disaster Relief and Supply Chain Management	2020 – Present
ALAN - American Logistics Aid Network, Advisory Board Member	2017 – Present
Journal of Supply Chain Management, Procurement and Logistics – Reviewer	2018 – Present
World 50 Advisor – Supply Chain 50x	2018 – Present
AWESOME Advisory Board - Achieving Women’s Excellence in SC Ops, Mgt & Education	2014 – 2023
Hassett Logistics - Advisory Board Member	2020 – 2023
Council of Supply Chain Management – Board Chair – 2018, Board of Directors	2009 – 2019

Think Tank Speaker, Moderator – Keller Logistics Customer Summit, NW Ohio	2022 – present
CSCMP European Conference Speaker – Rotterdam, Warsaw, and Barcelona	2021, 2022, 2023
FMI Executive Supply Chain Conference Speaker – Dallas, TX	Sept. 2023
FEMA education session @ Joint Forces Base – Little Rock, AK	July 2023
Many others (CSCMP, UTK, AWESOME, ALAN, GMA, GS1, BGSA, etc. – ask if more info is needed)	