

Sabrina W. Robins, Ph.D.

Summary of Qualifications

Dr. Robins has a 25 year plus progressive career in developing, managing and delivering effective business services, products and strategic workforce solutions across diverse industries, and sectors.

Senior management team leader with a proven record of progressive accomplishment in key leadership roles including program management, project management, process improvement and strategic business management positions with bottom-line accountability. Industry Strengths: Manufacturing, Consumer Product Goods, Education and Government

Demonstrated Competencies

<ul style="list-style-type: none">• Program Management	<ul style="list-style-type: none">• Diversity and Inclusion (Workforce)
<ul style="list-style-type: none">• Strategic Planning	<ul style="list-style-type: none">• Vendor Management
<ul style="list-style-type: none">• Organizational Development/Re-Engineering	<ul style="list-style-type: none">• New Business Development
<ul style="list-style-type: none">• Business Unit Management	<ul style="list-style-type: none">• Business and technical seminar development and instruction
<ul style="list-style-type: none">• Process/Change Management	<ul style="list-style-type: none">• Business capacity building (small businesses)
<ul style="list-style-type: none">• Supplier Diversity	<ul style="list-style-type: none">• Project Management
<ul style="list-style-type: none">• Thought Leader: Contingent Workforce Management, Diversity and Inclusion, Supplier Diversity, Entrepreneurship	<ul style="list-style-type: none">• Community social investment and development

Teaching Competencies (Business School)

Topics	Levels
<ul style="list-style-type: none">• Statistics (Applied)	Undergraduate and Graduate
<ul style="list-style-type: none">• Quantitative Reasoning	Undergraduate and Graduate
<ul style="list-style-type: none">• Business Research	Undergraduate and Graduate
<ul style="list-style-type: none">• Research Methods and Design	Undergraduate and Graduate
<ul style="list-style-type: none">• Diversity, Inclusion, Equity	Workforce (individual, workgroups, and population) Supplier Diversity, Entrepreneurs, Organizations/Institutional

Center for Exceptional Leadership, Schneider School of Business at St. Norbert College

<ul style="list-style-type: none">• Curriculum Developer	Diversity, Inclusion, and Equity (Workplace and Workforce emphasis)
<ul style="list-style-type: none">• Facilitator	Unconscious Bias
<ul style="list-style-type: none">• CEO Speaker Series	Diversity and Inclusion Executive Leadership Insights

Employment

Project /Process/Program Management Experience

Operations, Director - Midwest Solutions

TAPFIN Process

Neenah, WI (February 2008 to present)

Lead Managed Service Programs within the MSP organization in order to maximize revenue, profitability, client satisfaction, supplier satisfaction and program compliance. Develop, implement strategies and provide leadership within MSP account management team. Analyze/interpret results and determine actions required to maintain and develop relationships with qualified MSP customers. Provide consultation regarding complex business issues to colleagues throughout the organization and external stakeholders.

- Develop customer and vendor satisfaction surveys. Results were used to increase program operation efficiencies and effectiveness. Achieved a 96% customer satisfaction rating
- Increased program revenue by 15% over target
- Secured new engagements by delivering new projects
- Achieved 100% compliance on all service level agreement metrics
- Mentored staff in program management methodology, consulting excellence and ensured the application of best practice in project management and project planning.
- Responsible and accountable for the coordinated management of multiple related projects directed toward strategic business and other organizational objectives.

Project /Process/Program Management Experience

Operations, Manager - Midwest

TAPFIN Process Solutions

Madison, WI (August 2006 to February 2008)

Responsible for overall management and aspects of the Contingent Workforce Management solution program the State of Wisconsin.

- Managed 94 suppliers and its population and its day-to-day operations
- Maximized customer satisfaction survey results that exceed service level agreement targets.
- Well recognized for stakeholder engagement and relationship management at all levels.
- Exceeded account growth targets and overall profitability.
- Served as operations lead for implementation, training and administration of software to client and supplier users.
- Developed supplier quarterly scorecards, and reporting, and annual supplier performance reviews.

Project /Process/Program Management Experience

Operations, Human Resources/Procurement - IT

Kimberly-Clark Corp.

Neenah, WI (April 2004 to present)

- Business process leader responsible for the IT contingent staffing work stream valued at \$32.4MM annually. Geographical scope includes 4 North American corporate cost centers and mills. Developed and implemented process improvement strategies delivering \$3.32MM in cost savings. Leveraged conflict resolution skills and partnered with internal and external customers to manage contractual

agreements and deliver target cost savings. Implemented process improvements to reduce double handling of service requests and increase response times.

- Provide both strategic and tactical leadership to Kimberly Clark's contingent workforce vendors using Six Sigma Black Belt tools. Develop contingent staff programs, manage vendor relations programs, and processes for end-to-end recruiting. Effectively partner with managers across the enterprise.
- Lead initiatives to develop and implement proactive sourcing solutions and processes for the company that enables the dramatic improvement of key staffing success indicators.
- Developed and implemented systems for forecasting headcount and uncovering potential cost overruns. System enables IT directors to make more informed decisions about contingent staffing needs based on cost/benefit analyses. System and process improvements to-date have led to significant increases in internal customer satisfaction and cross-functional collaboration.

Operations, Supply Chain

Neenah, WI (2001 to 2004)

Kimberly-Clark Corp.

- Member of supply chain team that developed and launched Kleenex® Anti Viral Tissue \$22 MM line extension launched August 2004. Developed risk mitigation plans and raw material specification strategies; developed and implemented plan to proactively address and resolve potential regulatory issues/hurdles. Managed vendors and conducted supplier audits to ensure proper systems in place to meet Kimberly-Clark needs. Recognized and praised by team and management for strong contributions enabling project launch.
- Lead quality representative for Huggies® Disposable Wash Cloths and Huggies® Baby Wash product launches in 2003 which extends market-leading Huggies® brand into fast-growing baby toiletries/bath care category. Worked with a cross functional team to establish, monitor and manage vendor performance for improves raw material quality, efficiency and delivery. Facilitated and implemented corrective and preventative action activities.
- Managed all critical raw materials valued at \$511MM and supported all cost saving initiatives in consumer tissue business sector (Sector revenues = \$5 billion annually). Counseled R&D and Business Support teams in the areas of supplier qualification, material qualification, and new product development, risk assessment and regulatory compliance. Collaborated with a supply chain team and delivered a 10MM cost savings deliverable (2003 actualized savings).
- Project leader responsible for overhauling raw material specification management process. Managed resources against project priorities and timelines. Developed training materials. Partnered with internal & external customers to understand their business needs to incorporate their input for the work process design. Developed key performance indicators to track project effectiveness. Redesigned process implemented corporate-wide in December 2003. Develops models to track or analyze business metrics. Leads, facilitates, consults, and coach business partners on business process analysis, redesign, implementation, and change management.
- Lead auditor for external supplier qualification and management. Served as a consultant for internal audits for the consumer tissue sector.

Project /Process/Program Management Experience

Consumer Research / Insights

Neenah, WI (2000 to 2001)

Kimberly-Clark Corp.

- Designed foundational research to identify consumer perception of product performance for multi-million dollar global brands (SCOTT[®], KLEENEX[®], VIVA[®], Cottonelle[®]). Insights and findings were used to drive product improvements. Identified and recommended appropriate qualitative and quantitative research methodologies for custom product research projects.
- Develop appropriate research designs and methodologies, plan and execute product research studies to deliver solutions for resolving issues and evolving product innovations through custom methods to uncover insights about Kimberly-Clark's products, customers, shoppers and users.
- Interpret study results to drive product insights that measure our users' total product experience, including ethnographic and sensory research.

Operations, Procurement

Kimberly-Clark Corp.

Neenah, WI (1999 to 2000)

- Commodity manager responsible for vendor management and cost analyses for steel products. Conducted industry and vendor evaluations and contract negotiations. Developed cost models to reduce commodity costs and identify cost avoidance opportunities. Reduced commodity costs by 12% for fiscal year 2000.
- Developed a bin fill program to enable Kimberly-Clark to track and identify low cost steel products for company manufacturing facilities. Project provided a framework for automated inventory system, reduced vendor costs and material standardization.
- Served as a buyer for a manufacturing facility. Responsible for purchasing mill suppliers, labor, and worked with mill employees.

Education

Bachelor of Science, Graduated April 1991

Eastern Michigan University

Ypsilanti, MI

Majors: Political Science and History

Doctorate of Philosophy, Graduated December 1999

Wayne State University

Detroit, MI

Cognates: Applied Social Science Statistics, Research Methods and Design

Majors: American Government, Public Policy, and Urban Politics

Six Sigma Black Belt training

Kimberly Clark Corporation

Board Affiliations and Recognitions

- Institute of Museum and Library Services National Leadership Grant Project Advisory Board (appointment)
- Recognized as Wisconsin's Top 28 Influential African Americans by Madison 365 in 2015
- One of 12 Women in Wisconsin featured in, The "Women Against Hate, United by Love" Exhibit (2018)
- Jan LaChapelle McCarthy Unity in Diversity Award (2014)
- 2016 Supplier Diversity Roundtable Circle of Excellence Award (ManpowerGroup)
- 2015 President Circle of Stars Award, (ManpowerGroup) exceptional performance results
- National Minority Supplier Diversity Council - North Central Region.
 - Corporate Roundtable member, current
 - Regional Ambassador, current

- Supplier of the Year, selection committee member, current
- Northeast Wisconsin Supplier Diversity Symposium, planning committee and panelist MWBE/Corporate Partnerships (How to engage, capability statements, resources available, benefits for both sides) (2018, Thrivent Financial, Appleton)
- MBE Input Committee General Assembly, speaker (2019 State of Small Businesses Address, Ernst and Young, Milwaukee)
- Alpha Kappa Alpha Sorority, Inc., International Chapter History Book Committee (international appointment)
- African Heritage, Inc., Board of Director, Member (current)
- UW Extension Advisory Diversity Council, appointment (current)
- Lawrence University Diversity Advisory Council, appointment (current)
- Fox Cities YMCA, Diversity, Inclusion and Global Committee, member (current)
- UMOJA (a transracial adoption organization), Board of Director's Member (present)
- Fox Cities YMCA, Corporate Board of Directors Member (past)
- Fox Cities YMCA, Diversity, Inclusion and Global Committee, Chair (2013-2018)
- United Way Fox Cities, Board Member (2013-2018)
- A Better Chance, Board of Directors, Member (past)
- UW Fox Valley Foundation, Board of Directors, Member (2003-2006)

Community Investments

- Co-Creator of African Heritage Inc. Juneteenth Celebration, Steering Committee (2010-present)
- 1st Annual Wisconsin Leadership Summit, moderator for 2 panels (Entrepreneurship, Women of Excellence)
- Leadership Fox Cities, Graduate
- Co-Curator of Stone of Hope: Experiences of Blacks in the Fox Cities Pop-Up Museum (Winner of 2 National Museum Awards)
- Co-Executive Director, Stone of Hope: Experiences of Black in the Fox Cities Pop-Up Museum
- Co-Director, African Heritage Emerging Student Leader Institute (impacts +800 students, administrators, teachers, and community stakeholders)
- Alpha Kappa Alpha Sorority, Inc, member of Madison chapter
- Girl Scouts of the Northwestern Great Lakes, Girl Scout Troop Leader (2007- 2017)
- Annual Fox Cities Martin Luther King, Jr Program, awards committee chair, and member of the essay committee.