

JIM SANGSTER

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SENIOR EXECUTIVE – STRATEGY, PROJECT MANAGEMENT & OPERATIONS

Extensive experience as executive and consultant in business management and information services, for both large and small organizations in the USA, Canada, Europe and the Middle East. Proven record in strategic development and project management focused on bottom line improvements for start-ups as well as established companies.

AREAS OF EXPERTISE

- **Business Knowledge:** Proven business expertise and leadership in the software, financial, transportation and logistics, health care, and e-commerce industries.
- **Strategy Development, Implementation and Operation:** Leader and participant in the development of short and long-term comprehensive corporate business strategy and implementation. Focus on defining business objectives, market research, product and service definition, and alliance identification.
- **Project Management:** Proven history in managing projects of varying sizes, scope and complexity including the development and deployment of operational policies and procedures.
- **Technology and Communication:** Management expertise in utilizing technology to deliver a company's products/services in a productive, cost effective, and user-friendly manner.
- **Organization Building:** Extensive experience in building organizations with productive and positive work environments through selective recruiting, in-depth training, appropriate compensation, and strong leadership.

HIGHLIGHTS OF ACHIEVEMENTS

- Provided the leadership, planning and strategy development in establishing the recognized leader in value added electronic message processing services for the global logistics and transportation industries. Directed and facilitated the definition and the corporate roll out of the service in North America, Brazil, Israel and Switzerland. Established strategic alliances in Europe and Asia to provide customers with global visibility as users.
- Undertook the key leadership role in the review of all electronic commerce services being offered by a service provider. Finalized and implemented rationalization for product lines. Developed and implemented strategies to expand value-added services internally and with alliances.
- Managed a \$2 million operational and financial systems redevelopment and implementation project for a major printing company. The system concept was revolutionary in the industry for all activities from cover and text print orders to final delivery including inventory control, on line production monitoring and control, job cost, and accounting functions. The system pay back was 23 months and allowed rapid expansion of the business with improved job control, throughput and inventory control.

- Instrumental in the reorganization and refocusing of a public sector hospital insurance organization which resulted in reduced administrative costs of \$1 million per year and significantly improved responsiveness to both insured and providers.

PROFESSIONAL HISTORY

- **President** 01/99 to present
Sangster & Associates
Management Consulting Company
Specialize in market research, strategic planning, acquisitions and mergers in the electronic commerce and software industries including:
 - Assessment of the North American market for four offshore software and/or service providers (ASP's), including recommendations on market and distribution strategy, alliances, staffing, location, funding and recruiting.
 - Development of business plan for construction industry portal including competitive analysis, functionality definition, rollout strategies and financial model.
 - Strategy consultant to Internet based logistics service provider on service scope and functionality, pricing and strategic alliances.
 - Development of rollout strategies for Internet based digital photography processing company including location, logistics and value added services.
- **Senior Executive Vice President – Corporate Development** 01/97 to 12/98
SNS/Assure Corp.
Electronic Transaction Services Company
Services include credit and debit card, health claims, purchasing and transportation transaction processing.
 - Led an internal review of existing services to identify opportunities to expand, change and explore new value added service opportunities.
 - Identified alliance partners and negotiated agreements.
- **President & CEO** 04/89 to 12/96
TDNI Transport Data Network International Inc. (TDNI)
Electronic Commerce Message Processing Services Provider
Services offered to the global transportation and logistics community
 - Completed the formation of TDNI by merging an industry research project (CANSIF) with an existing service provider.
 - Responsible for developing the company into the recognized leader in the US, Canada, and Europe with strategic service alliances around the world.
 - Led the management team in the ongoing strategy development and roll out of the services in this new business area of electronic messaging.
 - Developed and participated in global sales effort to major service providers (airlines and marine carriers) and their customers (freight forwarders).
- **Partner** 03/71 to 03/89
Price Waterhouse Associates
International Management Consulting Company
 - Responsible for the strategy, management, and operation of the Winnipeg Manitoba, Canada, office which focused on computer systems development and integration, real estate development, and human resource consulting services.
 - Demonstrated ability to communicate effectively with all staff in client organizations, analyze situations, prepare and present recommendations and manage implementation projects with client and consulting staff resources.

- **President and CEO** 01/69 to 02/71
CompTrol Limited
Outsourced Computer Services Utility Company
 - Founded organization, secured funding, recruited staff, established services and led sales efforts.
- **Executive Director** 08/65 to 12/68
Saskatchewan Hospital Services Plan
Province-wide Insurer of Hospital Services
 - Reorganized agency to more effectively interact with clients and providers, and to utilize technology to minimize administrative cost and response time frames.
 - Staff morale and service to clients and hospitals dramatically improved while administrative costs declined by \$1 million annually.
- **Manager Technical Services, Western Canada** 11/61 to 07/65
Univac-Canada
Computer hardware and software provider
 - Responsible for development and on-going management of a multi-office pre-sales, sales and implementation support organization.
 - Successfully managed client projects and Univac staff on significant conversions and implementations of new applications in the telephone utility, health care, transportation and distribution industries.

ACADEMIC BACKGROUND

- **Bachelor of Commerce with distinction**
University of Saskatchewan, Saskatoon, Saskatchewan, Canada
Major studies included economics, finance and management
Received Wall Street Journal and Real Estate Board student achievement awards
- **Master of Business Administration studies**
University of Washington and University of California, Berkeley