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Title/Current position	President of Parcel Services
Education	University of Galway, Bachelor of History and the Irish language, Duquesne University - Master of Business Administration
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When and why did you join CSCMP?	I joined CSCMP in 2021 because of the networking opportunities and outstanding educational content provided to its members, which have helped me to grow during the more than 26 years I've been working in the logistics industry.
What advice do you have for new CSCMP members on how they can maximize their membership value? What membership benefit do you find most valuable?	The biggest advice I could give would be to truly be a part of the organization - attend roundtables, make connections at trade shows, share your experiences with other members. Not only will these help you get the most out of your membership, these experience help you, your peers and the industry as a whole. Also take advantage of CSCMP's educational resources, which I find to be the most valuable benefit. No matter how long you've been in the business, you have to keep learning, and CSCMP supports that and your long-term success. My focus has always been parcel in the past but CSCMP has allowed me the opportunity to learn from other experts in other areas of the industry and it's opened my eyes to how connected we all truly are regardless of what area of supply chain we specialize in.
What has been the most impactful connection you have made through CSCMP membership?	I can't put my finger on one-specific person but I will say that when I'm talking to others and finding out more about their industry, we connect and realize there is a synergy. We find we all go hand in hand. Most of my connections made through CSCMP have been non-parcel so it has allowed me to expand my knowledge.
How did you get into supply chain management/logistics?	I began my career with FedEx. I was always interested supply chain because it's a hundreds of years old industry and it's never going away. We started with horses and now we're transporting by machines. It's fascinating to me.
Describe your job in a tweet (i.e. 140 characters).	My main priority is to develop solutions for our parcel customer while leading the parcel team at AFS, which manages more than \$4 billion in parcel spend.

What are your top three job responsibilities?

1. Responsible for the current and future growth of the Parcel Services business and other functions, leveraging a best-in-class client-facing suite of technology
2. Ensuring positive client experiences throughout the lifecycle, including providing excellent customer service to current clients and introducing new products and services to improve the client experience
3. Providing the accountability and mentorship necessary to develop the teams that will produce outstanding, results-oriented work

What is the biggest challenge you face on the job, and how are you managing it?

Our biggest challenge is also our biggest opportunity which is a state of constant, rapid change. Just this year, you had the industry bracing itself for a possible labor stoppage, then a few months later, the second highest parcel general rate increase in history. With threats to continuity and the relentless compounding effect of annual rate increases, businesses face significant challenges to managing parcel shipping costs. To address this need, my team and I bring together industry-leading data analytics and decades of parcel expertise to optimize shipments and develop carrier relationships to benefit the customer and reduce their overall transportation spend.

What technologies, trends, or disruptive forces do you see having the biggest impact on supply chains?

The COVID-era supply chain snags made managers painfully familiar with the effects of disruption and the impact on business continuity. Now, managers are keenly aware of potential disruptions and are conditioned to avoid them. But in parcel, efforts to avoid major disruptions in the industry don't happen in a silo - they bring new cost pressures. Just consider the new UPS-Teamsters labor deal - that's \$30 billion in new costs that are set to affect shippers within the next five years.

Technology will play a critical role as shippers look to optimize each and every shipment in an effort to control their spend in the face of major cost pressures. Analytics to not only gather data, but put it to work for informed decisions, will be key. AI will also play a larger role in analytics but in order for AI to work, the data has to be clean.

If you were to start a company from scratch, what values would you build it on?

Ethics is everything. That's where you start and that's where you finish. Value. No matter what, you have to bring value not only to yourself but to you customers. If you're not bringing value, it's not worth doing.

Teamwork. You have to work with customers and they have to work with you with full cooperation.

What are you proudest of?	My team. Every day from start to finish, they are always willing to learn and come up with a solution. They also truly enjoy training others and being mentors. I love their willingness to share their knowledge while still learning from others. Without a great team you don't have a great product.
If you could interview anyone, who would it be and why?	Albert Einstein just to see how his brain worked. I'm amazed by the human brain.
What was your childhood dream job?	Architect
When you retire, what will be the first adventure you take, or what will be the first thing you will do for which you may not otherwise have had the time?	Build furniture
Write your own question and answer! What have we not asked that would be interesting for other CSCMP members to learn about you?	"How do you feel like parcel is represented at CSCMP?" I think there is such amazing coverage of so many areas of the industry but I see an opportunity for sharing more parcel knowledge. Parcel is deeply complicated but is also very fascinating. I'd love to be able to share my knowledge while hearing from other parcel experts. The more knowledge we share, the more successful we can make ourselves in an area that is historically very complicated.
Are you available for a virtual video interview for the CSCMP Member Monday series?	Yes!