

Harold Hickey

TechCXO Partner - Supply Chain Management, Distribution and Operational Excellence



CONTACT DETAILS

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RELEVANT EXPERIENCE

Harold is an expert in all aspects of Supply Chain, Manufacturing, Distribution and Operational Excellence, particularly within the consumer and industrial industries.

For more than 25 years he has been advising and directly managing multinational teams in businesses of all sizes and across all operational areas — from streamlining and automating workflows and strategic sourcing to improving forecasting and customer on-time delivery.

Among his career highlights, Harold has served as:

▪ **Senior Director, Global Operations for HARMAN International**, awarded with key role in technology solutions company's post-acquisition change management initiatives, maximized best practices developed at AMX and integrated into new unified operating platform.

▪ **SVP, Global Operations for AMX by HARMAN**, established and led technology solutions firm's operating infrastructure to support global business operations and acquisitions; from strategy to sustainability in, supply chain, direct and indirect manufacturing, product life-cycle, testing, quality, delivery and IT systems.

▪ **Vice President, North American Services and Operations, Samsung Telecommunications America**, directed business strategy, distribution and logistics, order management, planning, customs compliance, QA/QC, call center operations, technical support and reverse logistics. Built distribution network to support 125% growth over 4 years.

▪ **Motorola**, various leadership positions included **Director, North American Services and Operations; Director, North American Business Development; Senior Manager US National Service Operations; and Senior Sales and Marketing Manager, Motorola Canada.**

EDUCATION

Queen's University (Kingston, Ontario Canada) BA

PERSONAL STATEMENT

My specialty and passion is about all that makes up Operations; Supply Chain, Manufacturing, Distribution, Customer Support and Service Delivery. Innovation is the key to staying competitive, and entrepreneurship requires the skills and knowledge of employees from multiple departments. I am a hands-on, role-up-your-sleeves leader who builds foundations for best practices and procedures for all operational areas and make fact-based decisions that drive strategies that propel revenue and profit.

PRACTICE FOCUS

OPERATIONS

- M&A, Integration, Divestiture
- Turnarounds & Restructurings
- Services Optimization
- Process Improvement
- Lean, Six Sigma, 5S, Kaizen
- Interim COO/Management
- International Expansion or Relocation
- Business Performance & Cash Flow
- Partner/Vendor Management
- Inventory Management
- Organizational Structure

PRODUCT & TECHNOLOGY

- IT Board Advisor
- Technology Due Diligence
- Product Strategy & Execution
- Product & Portfolio Management
- Product Development & Delivery
- Agile Methodologies & Coaching
- Product & Service Positioning
- Product & Service Launch Plans
- Pricing & Profitability Assessment

SPECIALTY AREAS

Harold is one of TechCXO's subject-matter experts whose depth and value add is working across all departments within a company. He transforms businesses, develops and nurtures strategic relationships and builds the team infrastructure to scale and enable growth leading to adding significant value to your business.

SECTOR EXPERIENCE

COMMERCIAL PRODUCTS (B2B)

- Distributors/Wholesalers
- Commercial Electrical Equipment
- Industrial Supplies & Parts

COMMERCIAL SERVICES (B2B)

- Logistics, 3PL & Outsourcing
- Transportation: Parcel, LTL, Sea, Air

CONSUMER PRODUCTS & RETAIL (B2C)

- Consumer Electronics
- Beverages
- Retail Warehouse Club
- Internet Retail

IT SERVICES, HARDWARE, SEMICONDUCTORS, COMMUNICATIONS & NETWORKING

SOFTWARE

- Application Software
- Operating Systems Software
- SaaS
- Social/Platform Software

FINANCIAL SERVICES

HEALTH CARE DEVICES & SUPPLIES

TechCXO[®]
experience > acceleration