

Jim Borsum, MBA

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Mission Focused Leader Who Transforms Operational Strategy, Optimizes Processes & Leads People To Achieve Breakthrough Improvement

Results Oriented Global Senior Executive & Transformational Business Operations Consultant – Executive leader and trusted advisor within prominent professional services organizations, startups, and non-profits. Serves as a key consultant partnering with clients across a variety of industries to launch and execute strategic operations and business transformation. Visionary focused on creating immediate impact, reducing costs, and driving revenue to achieve highly efficient first-in-class operations. Change agent who thrives on challenges, addressing the root cause of problems, implementing robust supply chain management and continuous improvement practices. Strategic thought leader utilizing cost effective, innovative digitized solutions. Expertise launching new divisions, driving business turnaround, and integrating businesses during mergers and acquisitions.

Influential People Focused Servant Leader – Passionate manager of teams fostering results through transparency, accountability, and engagement. Respected mentor and developer of emerging leaders. A collaborator who inspires cross-functional teams, promoting strong relationships to achieve common goals. Builds trust and cultivates a positive culture rooted in strong values, open communication, empowerment, and respect.

Areas of Expertise

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|-------------------------------------|----------------------------------|-------------------------------|
| ◆ Business Strategy | ◆ Strategic Sourcing/Outsourcing | ◆ Engineering/IT Services |
| ◆ Operations Transformation | ◆ Professional & Shared Services | ◆ Financials/P&L/Cost Savings |
| ◆ Global Supply Chain/Manufacturing | ◆ Continuous Process Improvement | ◆ Organizational Culture |

Industries: Management Consulting/Professional Services, Non-Governmental Organizations (NGOs), Automotive, Consumer Goods, Retail, Healthcare, Industrial/Heavy Equipment, Pharmaceutical

Executive Leadership & Achievements

Mission Five Consulting

2020 to Present

Global NGO Executive Consultant

Consult with clients to transform and optimize global/national supply chains serving many of the world's most vulnerable, difficult to reach communities.

- Aiding world-leading provider of medical/health supplies to developing countries, utilizing advanced technical solutions to increase efficiencies.
- Develop strategy and approach for securing USAID funds to their NextGen Supply Chain Program.

World Vision International

2013 to 2020

Partnership Leader, Global Supply Chain and Shared Services

Led development of supply chain management and shared services for leading global NGO. Restructured 2000+ member global supply chain management team operating in over 60 countries (mostly in the developing world.) Tailored best practice strategic sourcing, eProcurement, Source to Pay (STP), and shared services processes/systems to NGO environment. Instituted Six Sigma philosophy for process improvement. Commended for one of the most successful transformation efforts in the organization's history.

- ▶ Drove spend analysis and strategic sourcing rollouts for all field offices and global center. Deployed foundational processes, policies, and skills to bring spend under contract. **Realized \$49M in annual cost savings/\$160M overall savings from 2013 to 2020.**
- ▶ **Automated STP process by integrating best-in-class cloud-based Spend Management technology into existing ERP systems.** Implemented in 54 field offices and global center with \$500M spend visibility and built-in spend approval workflow
- ▶ **Deployed global "Follow The Sun" shared services model, established capabilities/centers in Costa Rica, Philippines, and Ghana** processing financial transactions and accounting processes across all WVI field offices, global center, and for U.S. support office. Added scale and scope and automation technologies **reduced net cost of shared services to zero in 2020.**

KPMG

2011 to 2013

Principal, Operations Strategy Leader

Recruited to build an operations strategy capability within global professional services leader. Developed seminal strategic plan and comprehensive processes/procedures to align with existing firm requirements.

- Hired, developed, trained, and led initial consulting/analytics team and ensured timely execution of key initiatives.

Kearney

1995 to 2005 & 2008 to 2011

Vice President | Managing Director | Operations Practice Leader

Leveraging extensive general and manufacturing management experience, fast-tracked to become partner and senior executive of rapid-growth professional services company. Conceived and launched new initiatives based on market insights and purposeful mindset, creating new lines of business and profitable revenue streams.

- ▶ Contributed to exceptional growth from \$300M to \$1.3B in 10-years, launching three business lines, generated 70% of overall business revenue.
- ▶ Served as Business Unit President of largest operational unit with full P&L accountability of \$200M/550 staff. Instrumental in transformation resulting in 30% downsizing while retaining annual revenue
- ▶ Shaped the firm's strategic sourcing, supply chain management and operational effectiveness expertise and led large-scale outsourcing/offshoring, global asset management and cost reduction initiatives as head of the \$400M Americas operations consulting business.
- ▶ Charged with delivering \$200M in tactical services and solutions for Fortune 500 accounts across automotive, consumer products, healthcare/medical, high-tech, manufacturing, retail, and transportation sectors.
- ▶ Provided key oversight and comprehensive review of 60-plant global automotive operation. Led transformative change to streamline efficiency for establishing \$20B independent global supply business.
- ▶ Liaised between Fortune 500 corporation and preeminent private equity firm to establish groundwork for spin off of \$1.5B transportation subsidiary as a distinct privately held operation.
- ▶ Fostered five-year relationship with \$10B food company and secured as top three global account. Served as trusted advisor for sourcing, manufacturing, global supply chain optimization, sales/marketing, business plans and Mergers & Acquisitions (M&A) integrations.
- ▶ Employed strategic sourcing tools to drive over \$2B cost/efficiency savings for \$30B retailer, premier consumer goods and global transportation company.
- ▶ Conceptualized rapid operational performance benchmarking methodology to quickly determine valuation of business's global operations. This became market leading best practice.
- ▶ Distinguished as the firm's top business development and revenue partner by securing lucrative multi-million-dollar deals and establishing profitable relationships.
 - Established largest firm practice group and drove top-tier performance of cross-functional teams, constantly outperformed competition and peers on business development and customer experience.
 - Built and led teams of industry/operational specialists and drove business development and client relationship management.
 - Strategically realigned operations, targeting market focus and service offerings based on industry, market, and competitive trends.
 - Formalized and deployed strategic business processes, project/engagement management, and customer service standardization which resulted in cost savings, optimized productivity, and elevated customer experience.
 - Advised global pharmaceutical/medical supply distributor on navigating post-merger integration and transforming operations by establishing cost-conscious and viable shared services organization comprised of four business units.

The Boston Consulting Group

2005 to 2007

Partner/Director/Operations Practice Leader

Recruited into marquee professional services firm to build out operations practice as a compliment to core business advisory/strategy services. Partnered with CEO to develop new future business and customer value proposition, service offerings, and engagement management structure.

- ▶ Drove 45%+ compounded growth over two years, generating \$150M in annual operations consulting revenue and ranking as largest and fastest growing practice area.

Education

Master's Degree – Finance & Marketing

University of Chicago

Chicago, IL

Master's Degree & Bachelor's Degree - Engineering

Michigan State University

East Lansing, MI

Engineering Studies

U.S. Naval Academy

Annapolis, MD

Affiliations

Christ Church of Oak Brook - Elder Council | The Commercial Club of Chicago - Civic Committee / Member | The Executives' Club of Chicago - Member