# **Leighton Bewley**

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**Senior Manager** with extensive Customer Loyalty, Employee Engagement and eCommerce experience, proven leadership skills, strong motivational skills and business acumen. Excellent relationship building skills and collaborative management style, proficiency in directing and supervising people, projects, resources, budgets, contracts, and vendors. Proven track record and experience in optimizing operations, consistently achieving objectives and exceeding performance expectations.

## Demonstrated Accomplishments/Expertise

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| * Customer Loyalty/Employee Engagement * Customer Relationship Management (CRM) * Vendor Relationship Management * Event/Meeting Production | * Facilities Management * Logistics & Warehousing * IT Equipment Procurement * Sustainability/Universal Design |

## Professional Experience

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**ULTIMATE KRONOS GROUP dba UKG (Formerly Ultimate Software), Weston** **FL 9/2012 – 3/2023**

*An American multinational technology company with dual headquarters in Lowell, Massachusetts, and Weston, Florida providing workforce management and human resource management services.*

***Director, Workplace Services*** (2017-2023)

* Successfully led 5 different teams delivering Global AV Services (meeting production, livestreaming), Global U Krew Events (customer facing events), Global Workplace Events (employee facing events), Global Workplace Programs (IWMS, sensors, sustainability, project management), Logistics (shipping, receiving, warehousing, asset management, and ISO audits), Facilities Management (universal design, building maintenance and hygiene)
* Owned the ‘E’ in ESG, as my team was responsible for our greenhouse gas (GHG) accounting for preparing the Carbon Disclosure Project (CDP) reporting, creating and executing a strategy to reduce our carbon footprint with the use of RECs, VPPAs, improved recycling, reductions in energy usage, water usage, eWaste and waste.  Included improvements as a result of Universal Design assessments of HQ locations.
* Implemented iWave ionization technology reducing VOCs from severe levels to zero in Weston HQ.
* Utilized findings from Universal Design assessments to create welcoming, accessible and inclusive workspaces.
* Negotiated new janitorial services contract resulting in ~15% reduction in costs for services.
* Executed ISO audits for our data centers, MDFs, IDFs and endpoint technologies with a successful track record of zero audit exceptions over the past 10 years under my management.
* Managed the implementation of Basware P2P and iOffice (now Eptura) applications for procurement and workplace management respectively.

***Director, Procurement*** (2013 – 2017***)***

Reengineered the capital budgeting, procurement, vendor relationship management and asset management strategies and processes for infrastructure and endpoint technologies for Information Services Team.

***Director, Ideal Customer Service Experience*** (2012 - 2013)

Created and executed the Ideal Customer Service Experience (ICsE) vision and strategy including our customer support technology platform, all non-marketing customer communications and customer content.

Led 3 separate teams that make up the ICsE program – ICsE Technology, Communication Services and Content Solutions including release content, knowledgebase content and taxonomy.

* Created group vision and concept of operations to establish new forums and processes to align with daily support operations and overall ICsE execution.
* Successfully established strong working relationships with key business partners to understand needs and deliver results while driving the design of the future service experience.
* Created the ICsE Center of Excellence to mature our distributed Salesforce.com development practice.
* Built key metrics in partnership with our metrics team in Shared Services to develop key performance indicators and program scorecards to keep teams focused on yearly goals and manage operational performance.
* Lead the “Findability” initiative to improve the quality and discoverability of our solutions content for customer

self-service and Support-assisted service interactions.

* Negotiated unlimited enterprise agreements for our Customer Success Portal and new training system.

**OFFICE DEPOT, Boca Raton, FL 1/2011 – 9/2012**

*Office Depot, Inc. is a global supplier of office products and services. Incorporated in 1986 with annual sales of $11.6 billion with approximately $4.2 billion delivered via the eCommerce channel.*

***Project Management and Analysis, Global eCommerce IT*** (2011 - 2012)

Enabled business channels to increase sales, deepen customer relationships, optimize the cross-channel customer experience by delivering innovative solutions.

* Project management and analysis for North American Direct web site, Contract web site, Retail and Call Center delivery channels.
* Liaise between eCommerce, Marketing, Store Operations, Supply Chain, Merchandising, Global IT Development and other support areas and business lines.
* Lead initiatives for Web Personalization, Web Site Customer Experience Enhancements, Rich Media, Custom Print Services, Call Center and Retail Delivery application enhancements.  Process improvements to optimize the customer, store associate, call center associate and support associate experience.

**BANKATLANTIC**, **Fort Lauderdale, FL** **12/1996 – 6/2010**

*One of the oldest and largest Florida based community banks, $4B in assets, employing 1,750 people with 100 branches across South Florida and Tampa Bay area.*

***Senior Vice President, Direct Channels***

Retail Internet Banking and Bill Pay, Small Business Cash Management, Commercial Treasury Management platforms, multi-site call center environment for Retail and Business Customer Service, Sales, Branch Support and Internet Support, Customer Relationship Management initiatives, business support and optimization of BankAtlantic.com and BALink Intranet.

* Led internet banking conversion to a new online banking platform that provided new functionality and estimated annual cost savings of $400K.
* Completed Net Promoter baseline of then-current internet banking platforms.

***Served in various managerial/executive roles including Web Delivery, “Wow!” Experience, Information Systems Services and Contact Center (1996 – 2010).***

## Education/ Professional Development/Community Service

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University of Georgia, Athens, Georgia

FastTrack Leadership Excellence Development Program • Business Process Analysis Innovation and Design Project Management Training • Network Fundamentals • Past Member of Project Management Institute (PMI)

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Past community involvement includes: Board Member, South Florida Interactive Marketing Association (SFIMA) • SFIMA Nautical Networking Event Co-Chair • SFIMA Summit Co-Chair • SFIMA Summit Volunteer • SFIMA Holiday Event Volunteer • Broward County YMCA Metro Board Member • Past Chairman, East Broward Family YMCA Advisory Board • East Broward Family YMCA Volunteer of the Year • Habitat for Humanity Volunteer • Broward Cooperative Feeding Program Volunteer • Kids Ecology Day Volunteer • Feeding South Florida Volunteer