

WILLIAM R. COSTANTINI

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Professional Operations Executive Improve Operational Effectiveness & Customer Satisfaction

Decision maker and problem solver who leads teams to find efficient, effective solutions to organizational requirements and customer demands. Expert planner who translates goals and objectives into actionable, measurable steps. Core competencies:

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|--|-------------------------------------|
| -Transportation & Logistics Management | -Strategic and Operational Planning |
| -Customer Fulfillment | -Leadership and Teambuilding |
| -Change Management | -Expense Control |
| -Policy Development and Implementation | -Training Management |

Professional Experience

Vice President, Asset Management, Watco Companies, Overland Park, KS, Sept 2017- Jan 2020

- Direct the digital and physical asset management functions at a corporate level, supporting 180+ individual operating locations that utilize a highly diverse portfolio of assets including: rail assets (track, bridges, locomotives); complex high-volume material handling systems and equipment; complex manufacturing plant environments; a 1000+ registered vehicle fleet and a wide range of high value business documents.
- Implemented a contract management solution resulting in a 44% increase in contract escalations that added in excess of \$2M in EBITDA annually.
- Conducted analysis of Positive Train Control requirements for railroad operations that eliminated \$230K of capital spending and \$40K of annual operating expense.

Vice President and Chief Transportation Officer, Florida East Coast Railway, Jacksonville, FL 2013-2017

- Led and managed railroad operations, customer service, and asset management. 266 people in 8 different locations across Florida, more than \$50,000,000 operating budget, \$40,000,000 capital account.
- Drove efficiencies in aggregate hopper car usage to reduce turn time by 23% saving \$7M in capital costs annually.
- Instituted process to bring visibility to service recovery expenses. Reduced costs by over 90% in first year generating \$500K cost savings.
- Developed efficiencies in two vendor contracts saving 5% annually (over \$500K) and increasing vendor performance via incentive clauses.
- Inaugurated process for new customer integration to ensure proper understanding of customer requirements, service metrics, and reporting.

- Championed increasing automation capabilities in customer facing and back office processing. Repurposed 30% of customer service personnel to more value-added functions.
- Co-chair of “Meeting Customer Expectations” working group. Drove performance of on time delivery from below 90% to exceed 97% for 2016.
- Revamped “Hurricane Response Plan”. After widespread destruction associated with Hurricane MATTHEW in October 2016 company resumed full operations in less than 48 hours, preventing the loss of \$700K/day in revenue.

United States Marine Corps

Military Assistant to the Assistant Commandant of the Marine Corps, Washington, DC, 2010-2013

- Principal advisor and strategist to the Assistant Commandant, the second ranking officer in the Marine Corps.
- Supervise an office staff of 12 military and civilian employees; manage all workflow associated with the 258,000 military and civilian employees and the Marine Corps’ \$35B budget.
- Assisted in the planning and implementation of a 4-year program to reorganize the Marine Corps, resulting in a reduction of 22,000 employees.
- Reviewed and edited guidance for the planning team engaged in the development of a 10-year capital spending plan and comprehensive strategic engagement initiative.
- Drafted papers and briefs for use during Congressional engagements and testimony before various committees.

Commanding Officer, Weapons Training Battalion, Quantico, VA, 2008-2010

- Led 265 military and civilian employees, \$2M annual operating budget. Planned, organized, and supervised 12 different training courses for 7,500 students annually.
- Guided budgeting and resource allocation in the production and life-cycle management of all Marine Corps precision weapons. Delivered more than 1,000 individual products on time, meeting all quality metrics, and under budget.
- Created efficiencies resulting in returning \$400,000 of operating budget to higher headquarters to be applied to more pressing requirements and reducing headcount by 10%. Reorganized operations to eliminate low performing lines and reallocate resources to core requirements.
- Revamped inventory process. Reduced on hand equipment inventory by more than 50%, with no loss of capability.

Special Assistant to the Assistant to the Chairman of the Joint Chiefs of Staff, Washington, DC, 2007-2008

- Developed the organization and served as Chief of Staff for a Presidential initiative associated with the Israeli-Palestinian Peace Process. Supervised a matrix staff comprised of members from the Departments of Defense and State in Washington, DC, the US Embassy and Consulate in Israel, and the Intelligence community. Developed the processes and metrics and drafted reports that the Secretary of State used in her engagements with the Israeli and Palestinian governments.

Education

University of Denver, Transportation Institute, Denver, CO
Master of Science, Transportation Management, Executive Program

Industrial College of the Armed Forces, National Defense University, Washington, DC
Master of Science in National Resource Strategy, Transportation Industry focus

Naval Postgraduate School, Monterey, CA
Master of Arts in National Security Studies, Middle East Regional Studies Curriculum

United States Naval Academy, Annapolis, MD
Bachelor of Science in Mechanical Engineering, Graduate with Merit

Professional Development

Stanford University, Stanford Center for Professional Development, Palo Alto, CA
Professional Certificate in Strategic Decision Making and Risk Management

Defense Language Institute, Monterey, CA
Graduate, Arabic Language Basic Course

Associations

Member, Board of Governors, Marine Corps Association