

# John W. Sadlo

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Atlanta GA 30328 • 404-213-3431 • wdsadlo@bellsouth.net  
www.linkedin.com/in/johnwilliamsadlo

## MANAGED SERVICES EXECUTIVE

Senior level strategic operations and customer relationship leader with deep experience in service design, development and delivery. Consistent track record of driving results as measured by rapid realization of value across multiple functions with intimate connection to customer purpose, culture and values. Globally recognized authority and speaker on internal and external managed services, performance improvement, and customer relationship management. Core competencies include:

Relationship management • Procurement • Vendor management • Strategic service management • Negotiation • Contracting • Metrics and analysis • Communication • Coaching • Employee Development  
• Team Leadership

## EXPERIENCE

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### **The Coca-Cola Company**

#### **Director, Global Site Services**

Led +\$150 million internal business delivering healthcare, facilities operations, lease administration, amenities, transportation, and office services in 80+ countries globally.

- Developed and launched unique integrated on-site medical clinic, pharmacy and fitness center.
- Designed and implemented the Company's first global facilities management program.
- Delivered +\$80 million in total value in first three years.
- Author of "empowered business owner" approach to team development, and customer engagement strategy for managed service delivery.

#### **Director, Procurement**

Led a team through +\$1.4 billion in annual global spend, applying a "pay for success" strategy across a broad range of business and professional services.

- Pioneered procurement involvement in medical benefits, pharmacy benefit management and other benefit programs.
- Built consulting procurement service area from zero to +\$100 million spend under management.
- Drove eight consecutive years of year-over-year procurement value increases.
- Recipient of Waddy Pratt award, most prestigious honor given by The McDonalds Division, for global pricing negotiation that delivered unprecedented gains for TCCC.

### **The Amherst Group Limited**

#### **Managing Director/Chief Operating Officer**

- Led firm in revenue production and client satisfaction, doubling firm revenue in first four years.
- Originated leveraged procurement practice that became top revenue source for firm.
- Organized, led and managed six procurement consortia, generating 15-20% savings on more than \$1 billion in annual spend.

**Towers Perrin (Cresap/Telesis)****Managing Consultant**

Led strategic and operational studies in the health insurance, pharmaceuticals, airline, retailing, automotive, aerospace, and financial services industries.

- Designed and implemented effective organizations for service delivery, marketing, operations, distribution and administration functions.
- Produced detailed analyses of competitive cost structures and identified opportunities for productivity improvement in operational and support activities.

**CBI Services, Inc.****Sales/Marketing, Project Engineer**

Contracted with commercial firms and utilities, Federal, state, county and local governments. Developed new and maintained existing customer relationships at all levels of organizations served.

- Leader in sales dollar volume in both New York and Chicago offices.
- Originated and closed three multi-million dollar "first-of-their-kind" contracts.
- Built unique product and component costing models

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**EDUCATION**

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**Master of Business Administration with Distinction: Finance** - The Wharton School, University of Pennsylvania

**Bachelor of Science with Distinction: Civil Engineering** - Cornell University

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**CERTIFICATIONS**

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Six Sigma Green Belt

Operational Excellence Certification