

JILLIAN KULAKOWSKI

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PROFESSIONAL SUMMARY

Dynamic and results-driven senior leader with a proven track record of driving organizational transformation, optimizing operations, and fostering a culture of innovation and resilience. With extensive experience in customer transformation strategy, global operations, and engineering, I excel at delivering impactful change-management initiatives and communication strategies rooted in organizational psychology and transition management. Adept at enabling teams to thrive by minimizing disruption, maximizing performance, and creating exceptional customer experiences.

Recognized for defining and executing advanced risk mitigation strategies that ensure organizational resilience and scalability. I leverage visionary leadership, cross-functional collaboration, and data-driven insights to develop and execute strategic plans that drive growth, operational excellence, and customer loyalty in highly dynamic markets.

Sr. Director, Customer Transformation Strategy

Omnicell | January 2025 - Present

Key results:

- Spearhead innovative strategies to elevate customer experiences and drive organizational transformation.
 - Collaborate cross-functionally to align business processes, digital technologies, and customer-centric initiatives, ensuring seamless integration across the customer journey.
 - Deliver measurable value by fostering customer loyalty and positioning the organization for long-term success in a dynamic market environment.
 - Implement best practices to optimize engagement, streamline processes, and enhance customer satisfaction.
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Sr. Director, Global Operations Strategy

Omnicell | June 2024 – December 2024

Key results:

- Led the development and execution of a comprehensive 5-year roadmap to achieve operational excellence and scalability.
 - Directed mission-critical priorities and initiatives, driving long-range strategic planning, program execution through a Center of Excellence, and talent enablement.
 - Achieved significant organizational growth by integrating advanced project management frameworks and fostering a culture of continuous improvement.
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Director, Global Operations Strategy

Omnicell | June 2018 – June 2024

Key results:

- Provided strategic leadership for a \$1B+ Medication Management and Pharmacy Solutions Organization.
 - Designed and implemented the Operations 5-year roadmap to drive operational excellence and maturity.
 - Directed mission-critical initiatives that enabled organizational growth and scalability.
 - Led cross-functional teams to align global operations with long-term business objectives, delivering measurable improvements in efficiency and performance.
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Sr. Manager Manufacturing Engineering

Omniceil | March 2014 – June 2018

Key results:

- Oversaw New Product Introduction (NPI) efforts, focusing on capacity improvements, backorder reductions, and cost-saving initiatives.
 - Achieved significant operational efficiency gains through the implementation of Continuous Improvement strategies.
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Engineering Manager, Tooling

WEST Pharmaceuticals | April 2013 – March 2014

Key results:

- Directed tooling operations to optimize production processes and improve quality standards.
 - Implemented engineering solutions to enhance manufacturing capabilities and reduce downtime.
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Production Manager, Elastomers

WEST Pharmaceuticals | April 2012 – April 2013

Key results:

- Managed production workflows and resources to ensure on-time delivery and adherence to quality standards.
 - Streamlined processes to increase efficiency and reduce costs.
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Sr. Manufacturing Engineer (Group Leader)

Johnson Controls | March 2006 – April 2012

Key results:

- Led engineering projects aimed at improving manufacturing processes and achieving operational excellence.
 - Delivered cost savings and productivity enhancements through innovative engineering solutions.
 - Worked in several other roles during my tenure: highlights are R&D Engineer and Technical Writer.
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CORE COMPETENCIES

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| • Strategic Planning & Operational Excellence | • Program & Project Management |
| • Customer-Centric Leadership & Transformation | • Data-Driven Decision-Making |
| • Advanced Risk Mitigation & Resilience | • Empowering High-Performance Teams |
| • Cross-Functional Collaboration & Influence | • Continuous Improvement & Scalability |
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EDUCATION & CERTIFICATIONS

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| • BS, Engineering Advanced Coursework | • Myers-Briggs Practitioner Certified in Psychological Assessments |
| • MBA Focus on Leadership and Strategy | • Working Genius Practitioner Certified in Productivity and Team Dynamics |
| • Six Sigma Master Black Belt Process Excellence Certification | |