

LORETTA K. TAM, MS, PMP

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INNOVATIONS & STRATEGY EXECUTIVE

A self-motivated, results-driven multilingual **Senior Manager, Strategy** respected for 10+ years of exceptional leadership and specialized excellence driving key strategic, operational and organizational projects/initiatives for industry leaders. Proven track record of implementing innovative new growth efforts and efficiency/cost reduction actions to significantly improve performance. Known as a motivational, influential leader and collaborator who guides high-performing, cross-functional teams in realizing project objectives. Out-of-the-box, analytical thinker committed to generating continuous enhancements in operating processes, effectiveness and quality to positively impact programs and enable growth. Promoted to positions of increasing authority and responsibility due to strong leadership skills and overall performance. Exceptional academic qualifications include a Master of Science in Environmental Science – Corporate Environmental Management from the University of California-Santa Barbara.

PROFESSIONAL EXPERIENCE

Innovations & Strategy Senior Program/Project Manager 2016 –Pres.

UL: Los Angeles, CA

Define and establish creative strategies to improve all existing services as well as develop new services for delivering innovation in the client experience from the initial concept through final commercialization phases.

- ✧ **Promoted to positions of increasing authority and responsibility** due to exemplary performance and strong management abilities.
- ✧ **Launch the company's SmartInsights™ Global Market Access Platform** as an online subscription service created for users to access global consumer product regulatory requirements.
- ✧ Create and implement an enhanced raw material traceability service leveraging DNA tagging technology, assuring the project is completed on time and under budget.
- ✧ Collaborate closely with executive leadership across the company's diverse business portfolio to solve strategic issues delivering high impact on the company and customers, **leading to \$10M in savings.**
- ✧ Serve as the in-house strategy consultant tasked with leading a number of complex projects through to completion for continued business growth.
- ✧ Project-manage and integrate the Consumer and Retail Services Operations Transformation vision, implementing processes, technology and go-lives on time and within budget across multiple functions including sales, operations, and research to **evolve the divisions' operating models and reduce costs by \$6M.**
- ✧ Develop appropriate organizational structures to **maximize competitive capabilities and efficiencies, identify/correct core challenges to profitability and growth** and define and activate purposeful business strategies to transform global quality, IT fulfillment systems, acquisition integration and technical research.

North America Client Services Manager

2014 –2016

UL: Los Angeles, CA

Built and nurtured strong partnerships with key strategic accounts with a specific focus on responsible sourcing, generating \$25M+ in annual revenues.

- ✧ **Managed a team of eight remote account managers responsible for maintaining \$25M+ in revenue in North America** while monitoring for maximized productivity and efficiency.
- ✧ Improved the management and achievement of all service levels while also maintaining the department as the primary resource for client questions and problem resolutions, **obtaining an 80% client satisfaction rating.**
- ✧ Cultivated a proactive customer-centric culture anticipating potential roadblocks to successful service implementation and adjusted operating models accordingly, **leading to a 100% client retention.**
- ✧ **Drove 100% business retention and optimized portfolio development** to produce measurable business results for 80+ clients and the business.

Environmental Program/Project Manager

2011 – 2014

UL Environment: Los Angeles/San Francisco, CA

Designed, developed and managed an in-depth portfolio of environmental services involving proposal writing, project scoping, client relationship management, project management, staff hiring/training and commercialization.

SKILLS & EXPERTISE

Team Building/Leadership
Project Management
Solution Focused
Meeting/Event Planning
GRI Reporting
Life Cycle Assessments
Continuous Improvements
Management Consulting
New Business Development
Market Analysis
Product Development
Relationship Building
Thought Leadership
Stakeholder Engagement

Month 2016 – Present

- ✧ **Oversaw and launched the company's Fire Safety Audit service** in response to the Rana Plaza garment factory collapse to support the client's commitment to worker safety.
- ✧ Built consensus between the company, NGOs and government agencies to **create and launch the first life-cycle based product sustainability communications tools accepted by the US Green Building Council.**
- ✧ Devised and implemented new environmental life cycle assessment and advisory services, assisting key clients with monitoring and assessing supplier performance against industry, national and international standards.

Sustainability Analyst

2010 – 2011

UL Environment: Chicago, IL

Seamlessly planned and executed 20+ sustainability projects leading to a 50% increase in revenue.

- ✧ Created and incorporated extensive environmental and market research to **establish innovative industry-wide product sustainability programs.**
- ✧ **Assisted in the certification of 50+ products** through the company Environmental Product Certification program and the Environmental Claims Validation program with extreme accuracy.
- ✧ Provided timely support and high-quality sustainability-related content to assist the sales team in answering key RFPs resulting in 10 bid wins, contributing to a \$2.5M increase in revenue.

Additional Experience:

- ✧ Supply Chain Sustainability Consultant, Patagonia (2009-2010)
- ✧ Senior Environmental Scientist, SWAPE (2005-2008)

EDUCATION & CERTIFICATIONS

Master of Science in Environmental Science – Corporate Environmental Management

University of California-Santa Barbara, Santa Barbara, CA: 2008-2010

- ✧ Relevant Coursework: Green Supply Chain Management, Life Cycle Assessment, Industrial Ecology, Environmental Competitive Advantage Strategies, Corporate Environmental Management, Cost-Benefit Analysis, Negotiations, Industrial Ecology, Natural Resources Economics & Policy, Geographic Information Systems, Energy Technology & the Environment
- ✧ Awards/Honors: Donald Fleischer Eco-Entrepreneurship Fellowship, Angel Martinez Corporate Partner Fellowship, Dean's List
- ✧ Clubs/Activities: Treasurer/Founding Member, Green Innovations; Project Coordinator, Green Campus Program

Bachelor of Science in Evolutionary Biology & Ecology

University of California-Los Angeles, Los Angeles, CA

- ✧ Study Abroad Program: Hong Kong University of Science & Technology, Hong Kong, China
- ✧ Clubs/Activities: Member, Chinese Cultural Dance Club; Undergraduate Research Assistant, Herbalife Laboratory

Certifications or Additional Education

- ✧ SaFE Agile Project Management Certification (2020)
- ✧ UL Managers Training Program (2014) and UL Global Leaders Program (2018)
- ✧ Project Management Professional, Project Management Institute (2016)
- ✧ GRI Certified Report Reviewer, Global Reporting Initiative (2012)

TECHNOLOGY & TOOLS

Microsoft: Word, Excel, PowerPoint, Outlook, Access, Publisher, OneDrive; Visio, SharePoint, Flow, Forms, Sway, Automate, Teams, Azure DevOps. SquareSpace. Macintosh: Numbers, Pages, Keynote. Google: Chat, Calendar, Drive, Docs, Gmail, Phone, Meet, Sheets.

LANGUAGES

English, Cantonese, Mandarin

INTERESTS

Marine Conservation (Surfrider Foundation), Water Conservation (JF WellWorks Africa), Culinary Arts (Day Moon Kitchen), Photography, International Travel