

# Peter G Harlamon

Contact Details;

Email: peterharlamon@yahoo.com

Thirty-five years of international consulting experience utilizing a disciplined analytical and client-participative approach that consistently delivered sustainable performance improvements for clients in North America, Europe, and Asia.

## SKILL INVENTORY

- International experience providing awareness and sensitivity to cultural nuances
- Focusing on putting interested parties on the same side of the table and the conflict on the other side working together for a resolution
- Project management skills that encourage inclusiveness, diversity, participation, knowledge sharing, and transfer that build trust, confidence, and mutual respect while encouraging cooperation to deliver project objectives on time
- Interpersonal skills to manage conflicts and build empathy, understanding, and consensus among team members and project stakeholders in a collaborative and transparent work environment
- Leadership and communication skills that encourage individual growth, unity and alignment, team growth and development, critical and creative thinking, analytical objectivity, and presentation skills

## MAJOR CAREER ACCOMPLISHMENTS

**2011 – 2018**

**Indoprima Advisa Management Jakarta, Indonesia**

**Managing Director**

**State-Owned Indonesian Telecom**

Jakarta

Developed an analytical, tactical protocol for vetting potential acquisitions to mitigate declining revenues from fixed-line assets. Implemented cross-function merger and acquisition team, reducing senior management time and improving the selection process.

**Netherlands International Technology Company**

Jakarta Division

Improved procurement practices and implemented financial controls to reduce inventory carrying costs. Project savings were USD 950,000

**2006-2010**

**Independent Consultant**

**Indonesian Property and Casualty Insurance Carrier**

Indonesia, Jakarta HQ

A state-owned enterprise (SOE) under consideration for privatization undertook a strategic review at the request of the Ministry of SOE to identify business changes that would increase market share. Our joint tactical review recommended restructuring revenue

streams and acquiring intermediaries that would add approximately USD 50 million to revenue streams.

### **Canadian International Insurance Carrier**

Indonesia, Jakarta office

Introduced Rapid Improvement Events plan to implement best sales practices, changes to front-line supervision, and revised agent remuneration schedule. Sales production doubled in the second quarter of 2010 and continued in 2011.

### **Retail Banking Center**

Jakarta, Indonesia

Conducted Rapid Improvement Events (RIEs) to improve sales performance for 320 retail bank branches. The program improved fee generation by 19% from SME banking products, increased employee retention, and improved job satisfaction. Independent customer surveys by the bank revealed improved customer satisfaction, acknowledging staff proficiency in products and services.

### **London Money Center Bank**

Indonesia, Singapore, Hong Kong and China

Reported directly to the Country Banking Head for Indonesia and managed 18 internal consultants at the London site. Identified opportunities to restructure, increase revenue capture, and improve the customer experience. Implementation of recommendations resulted in a 27% year-on-year improvement in revenue per staff cost.

### **1999 - 2004**

### **Principal/Founder**

#### **Strategic Management Group, London, UK**

#### **World Class Recyclable Paper Manufacturer**

London

Corporate transformation engagement over four years resulted in USD 32 million in savings for a U.K.-based paper manufacturer. The Project included reorganizing end-to-end supply chain vertical integration for improved customer satisfaction. Introduced best practices and management techniques to produce quality and reduce waste and downtime.

#### **Railroad Transportation**

Dallas, Texas

Directed an engagement for the SVP of Operations on crew planning and scheduling for a U.S.-based railroad company, centralized the group into knowledge-based teams, and introduced automated rules to reduce time and bias in the decision-making processes.

### **Before 1998**

### **Executive Director**

USA/Canada/UK/Australia

**A.T. Hudson & Co., Inc., New Jersey**

#### **Money Center Bank**

United Kingdom

Co-director of UK retail bank engagement with 1,200 branches. The project involved network restructuring, streamlining processes, and improving revenue capture—co-managed 110 staff members, including internal bank staff assigned to the project. The project duration was 5.5 years, yielding cost savings of USD 67 million annually.

**British Cabinet Office**

London

Engaged by the HRD office to assist staff with the selection/implementation of an automated software system that would replace an existing manual field placement system used for personnel deployment. The computerized system selected supported and expedited coordination of worldwide personnel placement on a secure system.

**International Pulp and Paper Manufacturing**

Melbourne, Australia

Engagement with a major paper manufacturer to conduct a transformation project that divided the company into two companies by streamlining the decentralized organization into a vertically integrated end-to-end manufacturer with a customer focus. Introduced best practices that contributed to supply chain savings and revenue improvements of more than 80 million dollars.

**Dental Equipment Manufacturer**

Denver, Co

Implemented changes to senior management, manufacturing processes, and product portfolio, transforming the company from losses to profits within a year.

**US Brokerage Firm**

New York, New York

Streamlined operations across a sizeable nationwide branch network. Working with the top 50 stockbrokers across the country, identified key best sales practices incorporated into a training program for stock brokers in training. The result was increased commission revenue while reducing turnover among new stock brokers.

**Private Life Insurance Company**

Newark, New Jersey

Engaged to resolve problems with on-time delivery of proprietary software systems to support product launches. An analytical review identified communication problems between I.T. and Marketing, resulting in costly delays to new product introductions. To mitigate this problem, a customized project management information system was created and implemented at the client's IT headquarters with over 500 IT professionals. Following implementation, on-time performance improved by over 35%, increasing to 50% in the second year.

**Education**

MBA, International Business and Organizational Behavior, University of Hartford, Hartford, Connecticut, USA

BA, Consumer Marketing, Nichols College, Dudley, Massachusetts, USA

Dale Carnegie Leadership Certification, New York City, New York, USA

Guest Lecturer at Sampoerna School of Business MBA program Jakarta, Indonesia

Contributing columnist 'Out of the Box' for the Jakarta Globe on business management

Nationality: Dual citizenship American and British