

HUMBERTO A. PATORNITI

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SENIOR LEVEL EXECUTIVE

Progressive strategic leader and catalyst for lasting performance-turnaround in multidiscipline matrix organizations. Utilizes keen situational analysis and team engagement to crystalize strategy into operational outcomes. Proven track record of increasing client satisfaction, maximizing the use of resources and growing profitable businesses. International background, education and business experience. Bilingual English/Spanish.

PROFESSIONAL EXPERIENCE

Rutgers, The State University of New Jersey **2014 to present**
Faculty Member, Management and Global Business Department

As a Rutgers University faculty adjunct, he imparts professional wisdom into several graduate level courses at the Rutgers Business School, both in the US and South Asia. He continues to be a dedicated mentor to business executives and Graduate students.

Tenacity, Inc. Atlanta GA **2013 to present**
Principal

As a Partner, has provided catalytic influence in protecting, retaining and renewing major B2B contracts to clients in the manufacturing, insurance, and pharmaceutical industries. His work spans from Australia, the Americas and several European countries. Tenacity's Clients for Life® client retention process protects over \$23 Billion in management services contracts around the world.

Sodexo México, México | North America **2003 to 2013**
CEO and President | Corporate Sr. Vice President | Executive Committee Member

Integrated Sodexo Mexico to the North America territory, turning around negative EBITA to profitable levels exceeding financial expectations. Responsible for all operating Markets and functional areas with managed revenue in excess of \$550M (MXP) and more than 2,500 associates. Developed long-term strategy anchored on team involvement, market research; account retention, portfolio management, Business Development, and accountability at all levels. Became the leading provider of Quality of Life Services to the Corporate Service segment and offshore Oil Platforms in the Gulf of México.

- Tripled business organically in 6 years increasing cash on hand by 10 fold exceeding financial expectations Y.O.Y.
- Implemented strict business conduct ethics SOPs and brought entity to Sarbanes-Oxley and IFRS compliance.
- Reinvented Sodexo's brand positioning it to meet Mexico's market spending behaviors and consumer preferences.
- Recruited, developed and retained best available talent in the industry and fostered collaborative and winning attitude based on clarity of purpose, alignment and accountability.
- Self-financed the opening of new geographies, new sub-segments and new service line offering.

Designed and delivered to Market Presidents in Canada, US and Mexico an end-to-end strategic growth process and SOPs built on value-based pricing.

- This new method led teams to uncover in excess of \$ 200MM USD in potential new business in Canada and the US.

Sodexo USA, Health Care Division, Avon, CT

1999 to 2003

National VP – Client Relations

Championed the development and implementation of a Division-wide client retention pilot designed to turnaround increasing annual client attrition rates. Implemented Tenacity Inc. Clients for Life/Client Retention Process ® (CFL) from Unit levels to Market Presidents.

- Led and enabled teams to retain in excess of \$400M, of otherwise lost revenue and \$ 18M in gross profit.
- Implemented CFL in more than 600 health care units training more than 1500 managers and senior executives.
- Based on the HealthCare Division success, in 2003 CFL was implemented worldwide and translated to 4 languages.

Sodexo Marriott, East Meadow, NY

1995 to 1999

Health Care Division East, Vice President, Business Development

Reigniting new sales growth in the northeast territory. Designed, managed and implemented new business development strategic plans, competitive intelligence reports, territory management, team selling, on-going financial analysis of new proposals, and coordination of staff functions to meet growth targets.

- Increased revenues in excess of \$ 280M through new business exceeding year over year growth targets.
- Maintained hit rate of 60% reaching national award winning levels within the Health care Division.
- Led division-east to develop and implement strategic plans to include: prospecting techniques and account selection criteria, relationship development, site assessment, proposal development, contract negotiation and start up plans.

Marriott International, East Rutherford, NJ

1986 to 1995

Senior Vice President Operations – Food Service & Fac. Management

Accountable for revenues in excess of \$190M with combined operational and functional team focused on brand recognition, customer service, account retention, management development, profitability and organic growth.

- Grew revenues from \$15M to over \$190M; increased number of sites from 15 to 60, and converted many accounts from single to multi-service in new geographies. Key success factors: account retention, team leadership and strategically targeted Business Development.
- Instituted cross-selling programs leading to unprecedented organic growth in the Facilities Management segment.
- Successfully led teams and customers through 4 major acquisitions (AMS, Pritchard, UHI and Marriott).

Crothall American, Inc.

1978 to 1986

Held various Ops and support positions to include several Unit Manager responsibilities from small hospitals to large medical centers. In '83 was promoted to District Manager responsible for contracts in NJ, NYC and Long Island territory.

EDUCATION

MBA- Concentration in Finance, Rutgers the State University of New Jersey – USA (National Dean's List)

Bachelor of Science in Organizational Management, Nyack College – USA (with Distinction)

Attended the Cambridge International Land Institute, Cambridge, England.

And the European Business School, Schloß Reichartshausen in Oestrich-Winkel, Germany

RECOGNITION – AWARDS

First Hospitality Company in Mexico to earn the prestigious Socially Responsible Enterprise award.

Established an Adult Degree Completion Program for Sodexo Mexico associates and family members.

First Hospitality Company in Mexico to earn the ISO 9001 - 2008/2009 enterprise-wide.

Account Management Digital Badge program, 2016 - Kennesaw State University