

Debby Balma, C.P.M



CAREER SUMMARY AND PROFILE

Innovative procurement professional with a proven 30-year success record, expertise in leadership, performance management, communication and project management. Built and sustained winning team environments with integrity and motivation including managing virtual relationships. Detail-oriented person with the ability to adapt and thrive in changing business environments.

EMPLOYMENT HISTORY ~ ALLSTATE INSURANCE COMPANY

STRATEGIC SOURCING MANAGER ~ SOURCING & PROCUREMENT SOLUTIONS ~ OPERATIONS TEAM LEAD 2012 - PRESENT

Leading initiatives to establish, enhance and drive seamless procurement operations for the enterprise. The Sourcing & Procurement Solutions (SPS) Operations Team provides the underlying processes, practices, and tools that are leveraged by the department to deliver the expected benefits with a focus on continuous improvement. Key accomplishments include:

- Successfully led the Enterprise Sourcing Team while leading the implementation of Source to Pay tools under the Operations team – Dual reporting to separate leadership.
- Participated in the selection of Genpact through RFP process and led the mobilization efforts of the team. Virtually managed the Genpact Danville helpdesk team (4 FTE) and the Genpact India spot buy team (3 FTE) with success. Increased responsibilities of each team by streamlining processes and allowing the team to take on additional responsibilities without financial impact to the Allstate team. Later successfully transitioned the Danville team to India while implementing new technology resulting in savings.
- Oversight of Genpact Support team responsibilities include executing spot buy and requisition fulfillment, management of blocked invoices for Allstate, as well as the helpdesk for Allstate Source-to-Pay and Cloud for Travel Expense tools.
- Led an SPS initiative focused on Spend under Contract and increased usage of purchase orders. Initiative resulted in a reduced number of statements of work and significant increase in the use of purchase orders.
- Integrate successfully with other enterprise functions – ensuring processes and practices dovetail with those of other supporting enterprise functions (legal, tax, risk management, compliance, accounts payables, etc.) to provide a seamless experience for internal customers and suppliers.
- Compliance management framework, process and analytics – partner with the Data and Analytics Team to create a set of robust compliance management practices and reports allowing SPS and the business units to track performance to specific metrics and targets.
- Technology and tools – support efforts to automate processes and areas of focus with the specific goal to fully exploit existing tools/technology.
- Support technology strategy and partner with Allstate technology organization to define requirements and manage deployment plans (Source-to-Pay, SAP, Arriba, Field glass etc.).
- Co-founder of Allstate's newest Employee Resource Group (ABLE – Abilities Beyond Limitations and Expectations).
- Led the SPS VOICE and INSPIRE team on action planning with continued success.

STRATEGIC SOURCING MANAGER ~ SUPPLIER MANAGEMENT 2009 - 2011

Led the Procurement Supplier Management Team. Department restructure created opportunity for increased leadership role, increasing span of control and assignments with greater visibility.

- Led team of 13 commodity managers responsible for managing suppliers for technology (hardware, software and telephony), claims (auto, property and casualty), enterprise (travel, fleet, furniture, incentives, office supplies, contingent workers, and marketing). Created and established demand policies as appropriate.
- Oversaw all aspects of the supplier management process, creating robust plans and measurements to ensure compliance with internal standards. Proactively assessed supplier performance results to established goals. Conducted regular business reviews with suppliers and internal clients to measure performance, resolving issues when necessary.

STRATEGIC SOURCING MANAGER ~ 2009

Led and managed the Allstate Corporate Travel Team responsible for annual spend over \$100M, including travel agency, airlines, preferred hotel program, rental cars, meetings and events.

- Strategically sourced and managed a combination of medium and highly complex commodities with variety of spends including fleet, corporate jets, and travel agency. Successfully managed transition of travel agency.
- Actively participated on several Six Sigma projects which led to streamlining processes and increased savings.
- Led, performed and approved all aspects of a sourcing process including supplier selection criteria, client alignment and evaluation of supplier responses.

SOURCING CONSULTANT/TRAVEL ~ 2004 - 2008

Managed the Allstate Corporate Travel Program achieving savings over \$15M annually.

- Led the sourcing, selection and implementation of an on-line booking tool with 85% adoption rate at launch.
- Independently recommended and developed policies, procedures and reports to govern the internal usage and compliance of these commodities.
- Sourced and managed a combination of complex commodities/spend categories including the preferred airlines program.
- Effectively communicated and managed expectations during the transition of airline carriers during implementation process to Senior Leadership Team and suppliers resulting in a smooth transition.

INCENTIVE AND RECOGNITION COMMODITY MANAGER ~ 1999 - 2004

Consolidated company recognition program with a spend of \$13M annually from 20 to 2 suppliers while increasing savings and brand awareness.

- Distributed consistent communication to Allstate's Senior Management Team regarding the incentive policies and compliance measurements.
- Developed and maintained strong relationships with Legal, Corporate Relations and Marketing throughout process.

SENIOR PRODUCTION COORDINATOR/SENIOR PURCHASING AGENT ~ 1992 - 1998

Primary production resource for graphic designers, as well as coordinating and managing workloads for the Creative Art's team.

PRODUCTION COORDINATOR ~ 1988 – 1992

Procurement of all contracts for business cards, engraved stationary, checks and drafts

TRAVEL COORDINATOR / ALLSTATE MOTOR CLUB ~ 1986 - 1987

EDUCATION, DEVELOPMENT, DESIGNATIONS AND VOLUNTEERISM

OPEN HEART MAGIC 2018 (Advocate Luthern General)

ABO MENTOR PROGRAM 2016 – Present (Both Mentee and Mentor)

MENTIUM 2010

CTMA (Chicago Travel Manager Association) MEMBER ~ 2004 - 2010

DALE CARNEGIE (Effective Communications and Human Relations) ~ May 2008

CTE (Certified Travel Expert) ~ May 2007

C.P.M. (Certified Purchasing Manager) ~ February 2006

ELMHURST COLLEGE, Elmhurst, IL ~ BS in Organizational Management ~ 1987