



## Pfeiffer Partner Program

### **Tom Horvath**

Tom Horvath's professional career has taken him from the mailroom to the boardroom with roles ranging from Customer Service Rep to Chief Operating Officer. Regardless of the job titles or role, Tom's passion for "inspiring excellence" is steadfast – in fact, it is his personal life purpose.

### **Professional Expertise/Services**

Tom's career illustrates practical expertise in leadership consulting, marketing, sales, process improvement, product development, training design & delivery, and project management. In the role of Chief Operating Officer, Tom provided oversight and coordination of professional practice areas focused on Human Resource management, Legal, Marketing, Operations and Finance to provide high impact, holistic service delivery while minimizing costs and risk for the parent company. These skills and capabilities were developed at such blue chip companies as Prudential, Standard Register, Merrill Lynch, Bank of America and CNL. In addition, Tom has led a variety of consulting engagements with all sizes of companies and non-profit organizations. Notable career milestones include spearheading various departmental teams at Merrill Lynch Credit Corporation (resulting in their selection for the 1997 Malcolm Baldrige National Quality Award); top decile sales performance; and several community leadership awards.

As an adjunct instructor with Cornell University, Penn State University, Georgetown University and the Crummer School of Business - Rollins College, Tom shares the integration of theory with practical application to the world in which we operate.

### **Recent Assignments**

- Executive coaching and senior team alignment
- Leadership Development – survey assessment, training, coaching
- Hispanic Leadership Program
- Balanced Scorecard – design, development and implementation
- Project Management – methodology, customization of internal workflow and standards
- Process Mapping – value stream analysis

### **Education and Professional Affiliations**

- M.B.A. University of North Florida
- B.S.B.A. Bloomsburg University

### **Contact Information**

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