

## **Donna L.K. Chiacchia**

<http://www.ConsultDonna.com> - (508) 244-0308

Donna Chiacchia has made significant contributions to the financial services, insurance, and information technology industries for more than 25 years using her exceptional skills in strategic planning, business process architecture, organization development, and cultural change design and training development.

Ms. Chiacchia began her career at Merrill Lynch, Pierce, Fenner & Smith as a Customer Service Representative for the Cash Management Account Product (CMA). In just three months, she was promoted to an exempt position as a Product & Automation Decentralization Analyst. Her involvement as a member of the development team for the decentralization training programs provided Merrill Lynch with the ability to complete a national roll-out of a patent-pended float system six months ahead of schedule and enabled millions of dollars in float savings.

Building upon her success at Merrill Lynch, Ms. Chiacchia next served as a consultant with A.T. Hudson & Company, where, in a record eight weeks, she prepared four (double what was expected and scheduled) departments at her first client site for a presentation. The presentation, given by four front line supervisors, outlined cost avoidances and hard dollar savings superseding the target goal by 25%. This accomplishment was dispatched to company headquarters, and Ms. Chiacchia very soon received a two-step promotion to Project Manager.

As Project Manager, Ms. Chiacchia streamlined and re-engineered a 400-person Operations Center. She then rose to become Vice President and Director, a role in which she held responsibility for 35 consultants and \$5M of billing. In one year, Ms. Chiacchia achieved a 3:1 ROI (~\$15M), thus positioning her client to realize their M&A goals and securing a \$30M consulting engagement with A.T. Hudson over the next five years.

Ms. Chiacchia's reputation for enabling significant cost savings and identifying multi-million dollar contract opportunities attracted her next client, with whom she went on to work exclusively for the next 5 years. She co-authored an activity management system, ProAct<sup>®</sup>, which provided the client with \$7.5M in cost avoidances and hard dollar savings, representing a 3:1 ROI and a 100% increase in billing for A.T. Hudson from the original proposal.

Following this consulting experience, Ms. Chiacchia embarked on her first entrepreneurial experience. She and a partner established Ingraham & Associates, Inc., a domestic engineering that grew in five years from an initial 15 clients, one engineer, and a \$35K annual revenue base to 250 clients and annual revenues of more than \$750K.

Most recently, Ms. Chiacchia incorporated Advantage Consulting Group, a holding company for several subsidiaries. Ms. Chiacchia continues to create and implement custom-designed activity management systems for corporations of various sizes and industries. Recently she authored, designed, and implemented SAM<sup>®</sup>, an activity and performance measurement management system, which enabled a data technology client to strategically position themselves for further M&A opportunities. SAM<sup>®</sup> also allowed this client to adopt several mainframe based activity and resource management tracking systems, solidifying their positions across the U.S.

Ms. Chiacchia is a published author and regularly promotes her book and workshops titled "Let's Get Organized<sup>®</sup>". She resides in Whitinsville, Massachusetts with her husband Tom.