

Rob Gannon

Summary

Seasoned executive leader with experience setting long-term strategic vision and managing operations in large, complex, political organizations. Proven ability to create, implement and drive high-profile programs to specified goals amidst intense financial pressure and conflicting agendas. Strong focus on developing effective working relationships and collaborating across all levels of an organization. Excellent writing and speaking skills. Professionally trained in negotiation and mediation. Demonstrated ability to contribute at the senior leadership level with innovative ideas, thoughtful analysis and pragmatic execution.

Professional Experience

King County, Seattle, WA *May 2011 to present*
Interim General Manager, Metro Transit Division

(promoted from Deputy General Manager in March to fill the interim vacancy)

- Serve as the chief executive directing daily operations for a 4,500 employee public agency providing service to more than 115 millions riders annually with a biennial operating budget of \$1.5 billion.
- Drive day-to-day results, make complex decisions and solve problems in pursuit of agency's strategic plan.
- Partner with agency leadership team to implement the organization's operating plans, fostering a culture of continuous improvement for the benefit of customers and assuring a robust system of employee engagement and accountability.

Human Resource Manager, Department of Transportation

(promoted to Deputy General Manager in May 2013)

- Advised the department director and department deputy director on employment policy, sensitive personnel matters and labor relations issues for the County's largest department (5,000 employees).
- Served as the chief representative to the Office of Labor Relations, implementing effective, customer-focused service to employees, labor unions and managers.

University of Montana, Missoula, MT *January 2003 to May 2011*

Director, Academic Budgets and Personnel

- Prepared and administered \$150M biennial budget for the Academic Affairs sector and academic units, including multiple schools, colleges, centers and programs; managed all financial matters and provided budgetary counsel to the Provost.
- Advised the Provost on personnel and labor relations matters and managed the processes associated with academic appointments and faculty compensation.

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University of Montana, Missoula, MT *(continued)*

- Led negotiations in collective bargaining with the faculty unions; administered and assured compliance with collective bargaining agreements.
- Generated, analyzed, and disseminated data necessary to the budgetary planning process for existing as well as proposed programs and activities.

Director, Human Resource Services

(promoted to Director, Academic Budgets and Personnel in May 2008)

- Directed human resource operations for 2,400 employee campus; accountable for all functions including payroll and data management, staff and professional recruitments, health insurance, wellness and benefits programs, compensation administration, and staff training and development.
- Counseled senior executives and administrators on complex labor and employment issues, including application of relevant laws, statutes, and University policy.
- Managed employee and labor relations for 11 bargaining units including overall contract administration, labor-management committees, and grievance and arbitration processes.
- Coordinated multi-department projects in line with University mission to increase efficiency and realize cost savings.

Starbucks Coffee Company, Seattle, WA *April 2002 to July 2002*

Consumer Sales Manager, Starbucks Interactive

- Managed daily customer service operations for Starbucks.com and Starbucks Direct Catalogue; accountable for all business functions including service level agreements, financial and staffing targets, centralized workflow management and performance metrics.

Amazon.com, Seattle, WA

August 1997 to October 2001

Director, Customer Service

(last position held following several promotions)

- Managed daily operations of four US customer service locations with 1,200 employees; accountable for all business functions, including service level agreements, financial and staffing targets, centralized planning and execution for peak season business surges, workflow management and performance measurement.
- Coordinated long-term strategic planning including email and teleservices structure, workflow processes, and technology solutions in relation to dynamic business climate and explosive revenue growth.

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Amazon.com, Seattle, WA *(continued)*

- Managed all phases of start-up for 350-employee satellite operation, including facility planning and project management, daily operations and community relations.
- Fostered and maintained positive work environment through consistent communication of desired goals and continuous process improvement where the delivery of quality customer service was the shared imperative.

Williams, Kastner & Gibbs, Seattle, WA *August 1994 to June 1997*

Marketing Coordinator

- Coordinated marketing efforts for 100-attorney law firm, including development of tactical marketing plans and production of proposals to existing and potential clients.
- Designed and edited promotional materials, including firm website, client newsletters, press releases and advertisements.

Education

The University of Montana, Missoula, MT

Master of Public Administration 2008
Bachelor of Arts in English 1994

Harvard Executive Education, Cambridge, MA

Negotiation and Competitive Decision Making October 2005
Negotiating Labor Agreements September 2003

United States Naval Academy, Annapolis, MD 1989-1991

Awards

NPELRA Pacesetter Award 2015

*National Public Employer Labor Relations Association
(co-recipient as the management lead of the labor-management partnership)*

CUPA-HR Sungard Innovation Award 2008

College and University Professional Association for Human Resources