

Timothy Ryter

(847) 393-6385 | timothyryter@gmail.com | Lindenhurst, IL

General Manager/City Manager

Operational Management | Change & Improvement Initiatives | Management

Professional Profile

Accomplished professional with hands-on experience in leading large-scale operations across a variety of industries. Proven record of delivering measurable multi-million dollar results and setting industry standards for efficiency. Thrives in high-volume environments with the ability to reduce operational costs, optimize processes, and drive profitability.

- **Recognized for Subject Matter Expertise** in designing operational structure, improvements, and processes that drive revenue growth while also reflecting the market and providing optimal customer experiences.
- **Adept at identifying potential areas of innovation** and developing change management initiatives to implement them with minimal operational disruption.
- **Exemplary ability to lead and retain high-performance teams** through team building, training, and providing opportunities for development and advancement.
- **Experience complemented** by extensive use of Six Sigma and 5S in all operational roles.

Areas of Expertise

Operational Leadership – Project Management – Senior Program Management – Cost Control & Reduction – Budgets – Crisis Management & Turnarounds – Process Improvements – Strategic Planning – Operational Analysis – Profitability – Process Redesigns – Value Enhancement Initiatives – Negotiations – Conflict Resolution – Property Safety & Security

Professional Experience

Simon Property Group – Indianapolis, IN

2017 to present

Simon is a global leader in the ownership of premier shopping, dining, entertainment, and mixed-use destinations and an S&P 100 company with properties across North America, Europe, and Asia.

Director of Operations – Gurnee Mills, Gurnee IL.

Responsible for all operations for Gurnee Mills, Illinois' largest indoor shopping, dining, and entertainment destination with 200+ stores and outlets. Oversees on-site maintenance, grounds-keeping, and custodial teams, and ensures that all safety systems and crisis plans are up to date. Performs operational reviews and daily walkthroughs with staff. Develops and manages large value enhancement and property improvement projects. Negotiates long-term leases and performs financial and lease analysis. Manages operational expenses within budget. Resolves escalated customer complaints and collaborates with Security and local officials as needed. Reports to the Regional Vice President.

Notable Contributions:

- **Greatly improved the mall's rating**, achieving #23 out of 100 Mills, Malls, and Outlets in the Midwest, and reaching the top 50% of all Simon properties in the Midwest group, neither of which had been achieved before.
- **Developed the first radio station suite within a mall in the Midwest.** Built out the space for 4 radio stations, with large windows enabling mall customers to watch live broadcasting.
- **Increased property usage throughout the week** by introducing amusement and recreation elements (an ice rink, virtual reality experiences, miniature golf, movies, and more) and escape rooms available to businesses for corporate training and team building.

- **Saved \$1M in expenses for 4 consecutive years** by collecting new quotes from vendors and renegotiating contracts.
- **Completed a \$6M renovation project** within a limited budget.
- **Consistently passes bi-annual financial audits** with perfect results.
- **Reduced water usage by 5 Million gallons a year** by implementing PROMOSS water treatment solutions.
- **Stays within budget every year**, managing a \$1.2M expense budget in addition to project budgets and departmental budgets for security, housekeeping, and routine maintenance.

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Liberty Coach, Inc. – North Chicago, IL

2015 to 2017

Liberty Coach is the premier manufacturer of Prevost motorcoach conversions, known for creating the finest luxury RVs in the world.

Production & Operations Manager

Directed 74 engineers plus support staff creating recreational vehicles from Prevost bus chassis, built out to customer specifications and selling for between \$3-\$5M each to celebrities and high-profile clients. Managed the operations for four facilities plus additional company properties, and oversaw all production through completion including test drives and training the new owners. Developed and executed key company initiatives to drive revenue generation. Created high- performance teams through effective recruitment, training, and performance development practices.

Notable Contributions:

- **Reduced annual labor costs by** adjusting the timing and quantities of parts orders in line with optimal production schedules and processes. Utilized Kanban, just-in-time, and other streamlining methodologies.
- **Consistently met production deadlines** year over year by establishing an efficient production schedule, enabling the completion of one customized coach every 15 days.
- **Increased profits by 22%** by refining and defining each employee role and eliminating overlapping skill sets.
- **Reduced production bottlenecks** by redesigning the organizational structure and enhancing cross-functional collaboration.
- **Cut annual expenses** by reaching out to new vendors and comparing prices and terms, ending or renegotiating contracts as needed.

Marshall Furniture, Inc. – Antioch, IL

2007 to 2015

Marshall Furniture designs and manufactures presentation and technology furniture for lecture halls, boardrooms, classrooms, and courtrooms.

Vice President Operations & Board Member

Originally hired as the Operations Manager, and eventually Partnered with 3 other's to buy the company in 2007. Directed a team of 21 employees supporting this \$8M business with an international and domestic customer base. Collaborated with the CEO on board resolutions and actions, and acted as an alternate spokesperson for the company.

Notable Contributions:

- **Helped to develop new products** every year that could contain and support emerging technologies.
- **Secured a contract with Saudi Arabia schools and colleges**, which eventually led to a contract with Google, the company's biggest customer.
- **Supported and orchestrated the company's growth** from \$1.6M in annual sales to \$8M+.

- **Cut the lead times to 4-6 weeks** from 12-16 weeks, which was the industry standard. Achieved this by standardizing the order process and improving the supply system and inventory management.
- **Established a dealer network and drove increased sales** by creating a 10-year warranty program.

Education

Bachelor of Science (BS) – Business Management – Southern Illinois University, Carbondale, IL

Certifications and Training

IS-00700.a NIMS – CEMP-MOD Trained – Certified Coatings Manufacturer Instructor – CPR/First Aid/AED Certified – Fork Lift – Scissor Lift Instructor – Segway – US Soccer Coaches License & Concussion Training

Software & Tools

Anaplan – Citrix – Workday – ACAD – Oracle 11i – Epicor ERP – Microsoft Office Suite