

David J. Gagnon  
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*Accomplished leader with over 35 years of successful management and executive insight in the transportation and logistics industry. Over 20 years of education experience at the corporate and university level. Strong analytical, communication, team building and people management skills.*

## **EDUCATIONAL BACKGROUND**

UNIVERSITY OF ARKANSAS  
Master of Science- Operations Management

UNIVERSITY OF MEMPHIS  
Bachelor of Business-Business Administration

UNIVERSITY OF VIRGINIA -DARDEN SCHOOL OF BUSINESS  
Executive Education Program

## **PROFESSIONAL EXPERIENCE**

Apr 2018  
To Present

FEDEX  
MANAGING DIRECTOR-GLOBAL ENGINEERING AND CUSTOMER SOLUTIONS  
Lead a departmental team of staff and management responsible for the implementation of operational standardization initiatives, the development of best practices, and continued expansion of global Quality Driven Management initiatives and use of technology to improve global service metrics. Also responsible for regulatory compliance execution as well as establishing preventive measures to ensure compliance. Directs the development and maintenance of all work methods, best practices, and job standards according to industrial engineering principles to ensure the safety of our employees and the public and maximize the productivity and service performance of the company worldwide. Develops and leads the strategy for customized quality solutions for top tier customers. Provides business requirements for the development and maintenance of global information systems that support business and customer needs through new technologies.

Aug 2014  
To Apr 2018

FEDEX  
MANAGING DIRECTOR-GLOBAL SERVICE AND QUALITY ASSURANCE  
Lead a departmental team of staff and management to design, develop and implement analytical tools that drive service performance and process/quality improvement. Manage the SQI/ISQI goal setting process and track weekly service results. Provide litigation support for lawsuits pertaining to process /service issues. Manage and oversee the corporate location, service validation and transit quotation information database.

Provide information decision support to the Express Senior executive team that helps to deliver an enhanced customer experience. Coordinate with all offshore divisions in the development of service and process improvement initiatives.

- Feb 2005  
To Aug 2014
- FEDEX  
SENIOR MANAGER/MANAGER-PLANNING AND ENGINEERING/GLOBAL QUALITY AND PROCESS IMPROVEMENT  
Provide SME support and leadership for Major Corporate Projects and initiatives supporting Marketing, IT, Planning and Operations. Lead high-level cross functional and cross divisional programs/projects that help establish worldwide business or process improvement systems. Work closely with IT to represent the business implementing solutions for FedEx.
- Dec 1994  
To Apr 2014
- UNIVERSITY OF ARKANSAS/BELHAVEN /CRICHTON COLLEGE  
PROFESSOR-GRADUATE /UNDERGRADUATE  
Adjunct Professor and curriculum development for the following classes:  
Undergraduate  
Human Resource Management, Management and Leadership, Global Marketing, Intro to Marketing, Organizational Ethics, International Business, Organizational Concepts, Supply Chain Logistics, Organizational Behavior  
Graduate  
Operations Management in the Service Sector, Business Strategy, Supply Chain Management, Operations Management and Global Competition  
University of Memphis (One term – 2020)  
Logistics Management
- Nov 2000  
To Feb 2005
- FEDEX  
MANAGER-GLOBAL STRATEGIC PLANNING  
Led the development and subsequent execution of the Express International Growth Strategy, the Strategic plan for the international arm of FedEx Express. Created a program management office which oversees the initiatives essential to the results of this strategy. Responsible for monitoring, reporting and, when necessary, accelerating international projects through project management office.
- Aug 1997  
To Nov 2000
- FEDERAL EXPRESS  
SENIOR MANAGER-PRECEPTOR-LEADERSHIP INSTITUTE  
Responsible for improving the Leadership and Management skills of Federal Express management throughout the corporation by Planning, Developing, and Delivering effective Management Development Programs. This includes research, design, and facilitation of course material. This position is a special 3-year assignment nominated by a FedEx senior officer.
- Aug 1983  
To Aug 1997
- FEDERAL EXPRESS  
OPERATIONS-VARIOUS SENIOR MANAGER, MANAGER, AND HOURLY RAMP AND SORT POSITIONS  
Responsible for International Clearance of Packages, which included all paperwork requirements, associated with governmental regulations as well as corporate policy. Responsible for adherence to all manifesting import and export restrictions. Responsible

for Multi-Load and Launch of Federal Express Aircraft. (This included 727, DC-10, MD-11, Airbus 300/310) as well as scanning of all packages. Responsible for coordination between Systems Control (GOCC) and the Memphis National Hub which ensured the smooth positioning and departure of Federal Express aircraft.

## **COMMUNITY INVOLVEMENT**

University of Memphis Fogelman College of Business and Economics Advisory Board  
(Marketing and Supply Chain Management)

Le Bonheur Children's Hospital FedEx Family House Advisory Board