

## EDWARD T. FRANCIS

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Ed Francis is a strategic and visionary leader of high-growth organizations, in the U.S. and around the world. In a career spanning diverse retail and business service sectors in more than a dozen countries, Ed has repeatedly built strong teams and agile organizations that achieve results like these:

- profit growth from 7% to 13% of revenues while creating one of U.K.'s "Top 100 Employers";
- #1 market share in Europe and Asia Pacific;
- 10% compound annual revenue growth across a broad Europe/Africa/Middle East region;
- effective leadership during rapid growth from \$100 million to \$160 million in 6 European countries;
- development of a new retail concept in the business services sector.

Ed began his career with Premier Retailers in the U.S., progressed rapidly through sales and management positions, and was rewarded with a challenging international assignment leading sales and marketing for Premier in Australia, New Zealand, and southeast Asia. Tackling people, performance, and cultural issues, he quickly gained staff buy-in and support for the aggressive goals he set for the organization. Success fed on success and culminated in reversal of a \$7 million annual loss to a \$15 million profit and recognition with the Australian equivalent of the Malcolm Baldrige Quality Award.

In 1995, Ed joined Global Enterprises, where for the next ten years he took on increasing responsibility for sales, marketing, and executive leadership of business units and country operations. As Group VP of Sales and Marketing for the entire \$1.3 billion EMEA region, he created a true multinational sales and marketing organization that was able to capture key opportunities in multiple markets. Revenue growth averaged 10% yearly and market position remained #1.

Promoted to lead the combined business units of several European nations, Ed achieved operational excellence for diverse international groups and seamlessly integrated the acquired operations of two new countries while consistently delivering revenue and earnings goals.

In 2001 Ed assumed executive leadership of subsidiary Global U.K., a \$210 million organization serving more than one million customers yearly. To this challenge, Ed brought to bear all of his leadership and management knowledge to build a world-class organization. Leading strategic change across all areas of the business, he strengthened the brand, improved market position, enhanced operating systems, and invigorated staff through innovative people-development programs. His efforts resulted in a thriving organization, respected brand, significant profit increases, and designation as one of the "100 Best Companies to Work For" by *The Sunday Times*.

Since returning to the United States in early 2007, Ed has been involved in launching a new retail business services concept for the Acme Group and advising In-Tech Services in strategic expansion. He is currently seeking a new executive opportunity where he can continue to drive growth—regionally, nationally, and globally—and build organizations to deliver value to stakeholders.