

ANDREW INGRAHAM

Enterprise Transformation and Program Leader

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PROFESSIONAL SUMMARY

Enterprise transformation and program leader with 10+ years of experience delivering B2B digital products, Salesforce ecosystems, commercial process improvements, and cross-functional change across energy, distribution, and consulting organizations. Trusted partner to executive stakeholders with a record of leading global teams, modernizing customer and sales operations, and translating complex business needs into measurable outcomes.

CORE CAPABILITIES

Program and Transformation Leadership: Enterprise Programs, Digital Transformation, Strategic Roadmaps, Cross-Functional Delivery, Executive Stakeholder Management, Vendor Management

Product and Commercial Operations: Product Ownership, B2B Customer Experience, Salesforce and CRM Transformation, Sales Enablement, Process Improvement, Voice of the Customer

Platforms and Methods: Salesforce, SAP, Jira, Tableau, Qualtrics XM, MS Project, Visio, Agile and Scrum, Design Thinking, Data Analysis

PROFESSIONAL EXPERIENCE

Sysco

July 2022 – July 2023

Senior Product Owner – Salesforce, Specialty and International

Houston, TX

- Directed a global team of 12 through the transition of 500+ sales and service professionals from manual, siloed processes to a unified Salesforce platform, improving reporting accuracy, cycle times, and process compliance.
- Partnered with executive leadership to develop and launch customer loyalty and self-service scheduling programs supporting retention and cross-selling opportunities.
- Redesigned digital customer onboarding to reduce setup time, strengthen F&PA compliance, and improve the customer experience.
- Delivered CRM analytics dashboards that helped sales teams identify anomalous customer behavior, intervene earlier, and uncover opportunities to increase share of basket.

Capgemini

January 2022 – July 2022

Senior Manager – Energy, Utilities, and Chemicals

Houston, TX

- Advised VP-level leaders and aligned internal business units to refine go-to-market strategy, industry partnerships, and commercial priorities.
- Facilitated cross-functional strategy discussions to improve customer acquisition and market penetration, drawing on deep B2B customer experience and process transformation expertise.

Phillips 66

January 2019 – January 2022

Product Owner – Digital Customer Experience

Houston, TX

- Led a cross-functional program to implement an integrated Salesforce ecosystem spanning Sales, Service, CPQ, Experience, and Commerce Clouds, replacing legacy CRMs and customer portals.
- Converted manual customer interactions into automated digital workflows, accelerating revenue recognition and improving customer loyalty.
- Established a Customer Experience practice using Qualtrics XM and embedded Voice of the Customer insights into product and process decisions.

Phillips 66*Business Partner – Global Specialty Products*

January 2017 – January 2019

Houston, TX

- Partnered with executives to consolidate four business lines into a unified global business unit, harmonizing processes, reporting, and back-office operations.
- Optimized sales and production planning for a \$300MM annual business, reducing operating capital 10% through improved rail fleet management.
- Generated \$1MM in incremental margin by deploying a new SAP sales organization in Canada.
- Delivered Tableau dashboards powered by SAP HANA to improve margin capture and commercial decision-making.

Phillips 66*Business Analyst – Wholesale Fuels Marketing*

February 2016 – January 2017

Houston, TX

- Consolidated multiple wholesale fuel pricing systems into a unified nationwide process, improving operational consistency and efficiency.
- Deployed robotic process automation across sales, accounting, and customer service, reducing manual back-office workload.

Phillips 66*Risk and Pricing Analyst – Commercial Supply and Trading*

May 2012 – February 2016

Houston, TX

- Managed a sub-team during a \$5MM enterprise risk-system migration from ZaiNet to Align ETRM, safeguarding market pricing data used in trading and risk management.
- Configured Monte Carlo simulations and integrated market data feeds to strengthen risk-position reporting.
- Led geographically distributed development teams delivering projects up to \$250K consistently on time and on budget.

ConocoPhillips*Pricing Analyst – Commercial Supply and Trading*

August 2011 – May 2012

Houston, TX

- Supported system integration and testing following the Phillips 66 spinoff, maintaining continuity for billion-dollar valuation and risk-management systems.

ConocoPhillips*Commercial New-Hire Development Program*

June 2011 – August 2011

Bartlesville, OK

- Completed intensive training in geology, chemistry, logistics, and energy trading, building a broad understanding of the energy industry value chain.

EDUCATION AND CERTIFICATION**Oklahoma State University**, Stillwater, Oklahoma

May 2011

Bachelor of Science in Business Administration, Management Information Systems

Certified Scrum Product Owner, Scrum Alliance

February 2019

SELECTED BUSINESS IMPACT

Global team leadership | 500+ Salesforce users | \$300MM business operations | 10% operating-capital reduction | \$1MM incremental margin