

## Dr. Beatrice Ann Majka

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### SUMMARY

Motivated professional with over 35 years of experience in the Managerial/Process Improvement and Learning and Development field. Demonstrated ability to Project Manage and lead multiple functions in a fast-paced environment including all aspects of process improvement in HR operations, Training & Development, Facilities, Supply Chain, and Customer Service. Excellent working relationships and interpersonal skills with internal, external and international customers. **Six Sigma Green Belt Certified**. Mentor for the Women's Leadership Initiative program and the Clinton Global Initiative program. **Doctoral degree with Drexel University.**

### ACCOMPLISHMENTS

- Developed and maintained curriculum and schedule of Leadership programs for over 90,000 employees globally.
- Product & Services manager (secondment) for 7 major global HR projects: **Respectful Workplace Training US/PR, Anti-Bribery/Anti-Corruption (ABAC) Training, Learning Capability Project, Accelerating Difference for Diverse Men, Leading in Context, Future Leaders Program and Data Transformation team.**
- Training lead for Workday implementation, HR Services software, for over 800 HR employees. Created training schedule, lead training and check curriculum for all HR process areas in Workday.
- Project lead for year long, nomination programs including North America Talent programs for Diversity and senior leaders.
- Developed and maintained appropriate supply plans, inventory levels and services for GSK Biopharmaceuticals for approx \$5M in product per run. Deliver consistent supply of raw materials to support 24/7 production operations.
- Managed and developed process improvements for the Facilities functions to meet or exceed our SLAs. Coordinated with Suppliers to ensure adequate levels of inventory, purchasing, and policies are followed—savings of 25% in costs.
- Project lead for Facilities team in implementing new US web-based scheduling system, including testing, training and communications—savings \$50k annually.
- Developed, managed and tracked overall operating expenses of \$34 M for GSK Facilities Services within budget. Identified savings and unit cost efficiencies including savings in contracts for labor and services -20% cost reduction.
- Created process improvement flows and procedures in Rohm and Haas Agricultural Chemical division operations saving \$1M in loss product/production time.

### PROFESSIONAL EXPERIENCE

**GlaxoSmithKline Pharmaceuticals**, Philadelphia, PA

January, 2012 – Present

**Learning Advisor, Global Programmes and Processes, TL&OD**

- Ensure the delivery of the global strategy by advising with the team lead and other project leads, the Center of Excellence and other functions to develop implementation project plans for each of the global products for open and intact groups.
- Build awareness and utilization of the standard capability model inclusive of the 4 core elements: (1) Leadership, (2) Professional (general business skills), (3) Compliance, and (4) Technical.
- Ensure agreed implementation plans are effectively delivered by managing all logistical aspects of the plans required for successful learning or training delivery including trainer bookings, materials and documentations.
- Project lead for major global HR projects: Respectful Workplace Training US/PR, Anti-Bribery/Anti-Corruption, Learning Capability, Accelerating Difference for Diverse Men, Leading in Context, Future Leaders and Data Transformation.
- Coordinate and update the content for global programs as well as Talent Leadership programs as the subject matter expert.
- Provide leadership into the development of Learning Communications plan for multiple business units in country including all aspects of the curriculum to employees and managers using best practice communications approaches including the Keep Growing campus and Workplace areas.
- Project Manage Future Leaders Program and Esprit, Emerging Talent programs, including logistical needs..
- Provide feedback to create effective demand plans to meet the global business requirements for learning programs.
- Create SOPs and Project plans for learning programs to embed critical steps needed to run programs.
- Manage relationship with third party vendors who deliver training as well as our learning services partners.
- Establish and manage tools to measure and analyze metrics for effectiveness of both global programs and local curriculum which assess business benefit and measure ROI including surveys and evaluations.
- Develop dashboard metrics to monitor and track progress of leadership programs.
- Manage the cost center budget including set up of Purchase orders, MSAs and SOWs for third party invoices.
- Trainer for the Managing for Resilience and EBE (Effective Business Engagement program as needed in the US.
- Completed a 6 Month rotation in Global Change/Comms/Learning team for Workday project-- Training lead for Workday implementation, an HR Services software, for GSK employees. Created training schedule, lead training and checked curriculum for all HR process areas in Workday.
- Project lead for HR re-branding project coordinating with global re-branding team of the GSK logo.
- Co-project lead on the HR Capability team to build new team sites and curriculum items for the benefit of HR.

**Rosemont College**, Rosemont, PA and **Strayer University**, Philadelphia, PA

**Adjunct Faculty, Adult Accelerated Program**

2004 to Present

- Teach comprehensive business classes including Management, Human Resources, Research, Organizational Communications, and Environmental Science as needed. Assisted in development of curriculum and syllabus as well as coordinated and facilitated international studies for students in London, Ireland and Scotland for Rosemont College.

**GlaxoSmithKline Pharmaceuticals**, Philadelphia, PA

June 2010 – January, 2012

**Supply Chain Analyst, Biopharm**

- Converted demand plans into inventory and production requirements for assigned products and third-party contractors. Biopharm Business Portfolio including five in-licensed products.
- Identified potential supply risk and the associated impact on meeting customer demand, inventory level targets or any agreed supply chain policies. Took appropriate actions to resolve issues associated with short and mid-term production schedules.
- Served as a “super user” for assigned production, procurement and logistics systems, SAP and MERPS and responsible for the alignment between business process and system capability.
- Implemented and monitored vendor contracts on a local basis.
- Analyzed changes in demand and/or supply and develop upside/downside scenarios with risk assessments and recommends actions to meet customer service objectives and optimal inventory levels.
- Developed relationships with suppliers while maintaining the highest level of professional and ethical conduct.
- Developed and maintained appropriate documentation, including COAs, MSDS, and monitoring reports of the supply plan, inventory levels and customer service level projections.
- Provided and initiated ad hoc analysis with recommendations to support strategic and tactical business objectives to reduce stock outs, optimize inventory levels, minimize inventory deployment costs and improve plant performance.
- Represented the department on cross-functional teams or activities to support supply chain planning efforts.
- Ensured production requirements remain accurate and stable by monitoring KPI results.
- **Six Sigma Green Belt certified**

**Facility Services Supervisor – Site Operations**, Philadelphia, PA

November, 2001 – June, 2010

- Administered all aspects of Facilities Services contracts at GSK for 3 center city locations.
- Recruited, managed, trained, and motivated 12 staff members to assure objectives, procedures and processes are met and in line with team targets to achieve high performance levels. Assisted in career development to deliver superior customer service in a cost conscience environment.
- Strategically interfaced with Facilities Services contract vendors to review company business plan, enhanced service capabilities, industry trends, potential process improvements and technological advancements.
- Partnered with Procurement in determining current and future needs within Facilities Services, creating and updating scope of services and service level requirements to reflect those needs, negotiating and selecting new service contracts.
- Monitored and audited financial and operational performance of Facilities Service contract vendors against scope of services and business terms. Ensured compliance with all relevant policies and guidelines, as well as regulatory, safety requirements.
- Maintained and administered the practices, processes, policies, procedures and standards books for Employee Services.

**Rohm and Haas Company**, Agricultural Chemicals Department Philadelphia, PA

1985 – 2001

**Demand Planning Administrator—**

(1998 - 2001)

- Analyzed and developed global Agricultural Chemical data including sales history and metrics for process improvement utilizing Supply Chain, Class A, TQM concepts. Assist in the re-design strategy of Global Supply Chain area.
- Maintained Weekly MPS (Master Production Schedule) and SKU (stock keeping unit) management
- Assisted in the definition of metrics and targets for MRP (Material Requirements Planning). Analyzed on time shipments, freight information and costs for saving opportunities. Maintained \$1M budgets and expenses
- Supervised, hired, trained and developed Administrative staff including performance reviews and salary recommendations.

**Information Technologies Specialist and Assistant Label Coordinator—** (1985 - 1998).

- Project leader for IT initiatives including all phases of testing and implementation on various software and hardware.
- Worked with Ag Regulatory Dept. to register Agricultural labels with EPA and check all MSDS.

**EDUCATION**

Doctorate of Business Administration, **Drexel University**, Philadelphia, PA

**December, 2020 GPA 3.83**

MBA-Global Management, **University of Phoenix**, Philadelphia, PA

June, 2003, GPA 3.71

B.S. Management, **Rosemont College**, Rosemont, PA

January 2000, GPA 3.89.

▪ International classes attended at Trinity College in Dublin, Ireland, University of Edinburgh, Scotland, and Imperial College in London, England. Alpha Sigma Lambda. Magna Cum Laude.

A.S. Business Administration,

**Philadelphia University**

December, 1997, GPA 3.8

**AWARDS/ASSOCIATIONS**

5 Gold, 7 Silver, 8 Bronze GSK recognition Awards, for process, training and area improvements. 3 GMS Excellence Recognition Awards in Biopharm. **SHRM Member**. Women’s Leadership Initiative team member. Navy Yard Spirit team member. **Six Sigma Green Belt certified. Doctoral candidate.**