

SHABNAM SHAILA

Global Procurement & Procurement Operations Leader | Digital Transformation | Strategic Sourcing | AI-Enabled Procurement

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Global procurement and procurement operations leader with 13+ years of experience leading enterprise sourcing, procurement transformation, digital enablement, and supplier management across global organizations. Proven success delivering operational excellence, AI-enabled procurement solutions, and cross-functional business transformation.

CORE SKILLS

- **Global Leadership:** proven track record building new regional procurement functions across two companies and leading teams to meet functional objectives
- **Negotiation & Contract Management:** 13+ years negotiating and finalizing contracts with multidisciplinary suppliers
- **Diversified Category Management:** 13+ years managing Information Security & Software, Corporate Services, Marketing, HR, Legal, Professional Services, Packaging, Accessories, and Chemical categories
- **Business Analytics:** proficient in data mining to surface insights on business performance and drive cost optimization and efficiency
- **AI & Digital Procurement:** Leveraging enterprise AI tools, workflow automation, and analytics to improve procurement efficiency, sourcing strategies, and decision-making
- **Tools:** ServiceNow, Zip, SAP, SAP Procure-to-Pay, Ariba, Microsoft Excel, PowerPoint

EXPERIENCE

Global Strategic Sourcing Manager, Information Security & Enterprise Software *March 2023 – Present*

Mars Inc. | New Jersey

- Managed \$231.6M in contract value across 67 projects, ensuring alignment with global enterprise security and compliance objectives while maintaining cost efficiency
- Delivered \$5.29M in P&L savings, \$798K in inflation mitigation, and \$61.8K in cost avoidance, demonstrating strong financial stewardship and negotiation excellence
- Secured favorable terms on complex, high-stakes enterprise software and security agreements ranging from \$1.78M to \$122.5M in contract value, achieving \$265K–\$2.75M in savings per engagement through payment term restructuring, competitive benchmarking, and proactive vendor engagement
- Negotiated extended payment terms with nearly 90% of Information Security suppliers, shifting standard terms from Net30/Net60 to Net90/Net120 with quarterly and semi-annual payment structures
- Leveraged enterprise AI tools and data-driven insights to optimize procurement workflows, develop category strategies, strengthen negotiation planning, and improve sourcing efficiency across Information Security procurement.
- Developed global supplier strategies and managed strategic supplier relationships and enterprise contracts for Microsoft Enterprise Agreement, Azure Cloud and Copilot, Palo Alto Networks, Okta, CrowdStrike, Accenture, and Deloitte, supporting Mars' global Digital Technology and Information Security organization.
- Developed procurement activity dashboards using ServiceNow and Monday.com to improve workflow visibility, executive reporting, and stakeholder communication across enterprise procurement initiatives.

North America Procurement Manager, Information Technology & Corporate Services *August 2020 – 2023*

Ferrero North America | Parsippany, New Jersey

- Managed \$150M in annual spend across multi-functional teams, focusing on IT (hardware, software, services, telecommunications), professional services, and consulting for the North America region
- Negotiated and managed contracts with multidisciplinary Tier 1 suppliers, delivering average cost-saving efficiency of 28%, 10.3%, and 13.5% in 2023, 2022, and 2021 respectively
- Partnered with business leaders and global teams to develop multi-year regional category strategies for IT and professional services, driving multi-vendor strategies to optimize leverage and reduce operational risk

- Helped establish Ferrero's North American Procurement function by designing and implementing Procure-to-Pay and supplier onboarding processes that strengthened governance and standardized purchasing practices.
- Managed Professional Service contracts for Strategic Initiatives such as Accenture Enterprise Agreement for Ferrero NA IT Helpdesk and IT Preprofessional Services; Ben Consulting for NA 5-year Market Road Map

North America Sourcing Associate Manager *August 2017 – August 2020*

Safilo USA | Secaucus, New Jersey

- Established the North American Indirect Procurement function for Safilo USA by implementing purchasing governance and standardized procurement processes across IT, HR, Travel, Professional Services, Public Relations, and Marketing.
- Led negotiation and end-to-end sourcing of \$55M in indirect spend, including IT, HR, Professional Services, PR, and Marketing categories
- Identified, planned, and led sourcing and operational improvement projects that delivered approximately \$250K and \$300K in savings in 2018 and 2019, respectively
- Standardized sourcing strategy by partnering with cross-functional business units to increase spend visibility, strengthen compliance, mitigate supplier risk, consolidate suppliers, and reduce costs
- Developed and implemented North America sourcing strategy and SAP Procure-to-Pay processes in partnership with global teams and regional business leaders
- Led continuous improvement initiatives across procurement operations by standardizing purchasing workflows, strengthening procurement controls, and improving policy compliance across the four North America business hubs.

Operations Project Manager *June 2014 – June 2017*

Beacon Institute, Clarkson University | Beacon, New York

- Sourced \$2.4M annually in marketing and consulting services

Supply Chain Planner/Buyer *June 2013 – May 2014*

Crane Composites | Channahon, Illinois

- Sourced \$25M in chemicals and reduced inventory cost by 7%

Operations Associate *January 2008 – July 2011*

United Nations Development Program (UNDP) | Dhaka, Bangladesh

- Sourced \$412K in HR services, professional services, and IT equipment and software for active projects

EDUCATION

Master of Business Administration *May 2013*

Clarkson University | Potsdam, New York

- Concentration in Supply Chain Management, GPA 3.7/4.0

Bachelor of Business Administration *December 2007*

North South University | Dhaka, Bangladesh

- Dual major in Finance and Human Resource Management, GPA 3.38/4.0

CERTIFICATIONS & RECOGNITION

- Nominee, TechLX for Women Cohort XIII — 2023
- Budgeting and Scheduling Projects, Coursera — November 2016
- Initiating and Planning Projects, Coursera — October 2016