

Aaron G. Bruner, P.E., M.B.A

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Process Engineering Leader

Over twenty years of experience within sales, marketing, operations management, customer service, and business process improvement efforts within the financial services and manufacturing industries.

A results-oriented leader with a successful record of accomplishment managing people and processes in challenging environments. Possess a solid background in process engineering, sales, marketing, and operations management. A talent for generating new business, driving process improvement and adapting new technology to improve products, processes and resources to drive productivity.

Demonstrated Skills & Expertise:

- New Business Development
- Marketing & Product Branding
- Software Application Engineering
- Lean Process Improvement
- Customer Experience
- Operations Management & Risk

Professional Experience

Vice President, Process Engineer & Operations Manager

2005 - Present

Wells Fargo Retail Services, Des Moines, Iowa

Led different process areas at financial services company. Responsible for Business Process Management.

Areas managed at Wells Fargo Retail Services:

- Process Engineering – Enterprise process engineering leader for Retail Services
- Client Processing – Managed inbound call center supporting existing business relationships
- Merchant Set-up – Led the on boarding of new merchants to support business development
- Operations & Collections Quality Team – Oversaw process reviews and customer service and collections quality monitoring

Lecturer, Department of Industrial and Manufacturing Systems Engineering

2017 - Present

Iowa State University, Ames, Iowa

- Instructor for Technical Sales for Engineers I (IE 450 Spring 2018 – Spring 2021)
- Instructor for MIS 340 (Spring 2021)

Vice President of Sales

2002-2005

Proplanner Inc., Ames, Iowa

- Responsible for new business development – double sales over three years
 - Sold process planning & quality software and service projects to Fortune 500 clients
 - Oversaw sales team, new business development and partner distribution channels
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Client Sales Executive

2000-2002

Electronic Data Systems (EDS Hewlett Packard), Ames, Iowa

- Managed sales territory for Midwest and Southeast United States
- Responsible for sales of LEAN, ergonomic and Industrial Engineering software tools
- Supervised application engineers and process engineering projects
- Helped customers adopt new technology to improve manufacturing process planning

Product Marketing Manager & Regional Sales Manager

1994-2000

Engineering Animation Inc. (EAI), Ames, Iowa

Cimtechnologies Corp. (Acquired by EAI in 1997)

- Managed new business development and client relationships for Midwest region of the U.S.
- Managed product messaging, literature, and customer experience for eFactory Products
- Presented technical sales presentations, gathered requirements, to support sales
- Provided on-site client services and software for engineering organization
- Exceeded sales goals several years

Education and License

MBA, Masters of Business Administration

1999

Iowa State University Graduate College, Ames, Iowa

BS, Industrial Engineering

1993

Iowa State University Engineering College, Ames, Iowa

Professional Engineering License; P.E. Certificate # 14626

1999

State of Iowa Engineering and Land Surveying Board

Professional Activities

- Certified Lean & Six Sigma Practitioner – Institute of Industrial Engineers (IIE)
- Presenter – American Society of Quality, World Quality Conference and Service Conferences
- Lecturer – International Lean and Six Sigma Conference and ISO 9000 Conference
- Presenter – Iowa Venture Capital Conference
- Process Engineering Software tools – iGrafx, Visio BPMN, & Proplanner process planning software
- Participant – Financial Services Business Transformation Roundtable (FSBT)

Personal Interests & Activities

City of Ames and Gilbert, Iowa Soccer Clubs – Volunteer youth soccer coach

Commodore – Twin Lakes Sailing Association

Des Moines Area Regional Transit – DART Rideshare van driver

Wells Fargo Retail Services Activities

- Wells Fargo Process Engineering – Community of Practice Participant
 - Lead monthly customer experience forum
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