



CLEVELAND & ASSOCIATES

Empowering Businesses

Bio

Calling upon more than three decades of project, corporate and community development, Ralph Cleveland has found that people volunteer the best of themselves to a project or enterprise when they are respected and valued for their contributions. Throughout his career, Mr. Cleveland has found that this inclusive management model is rarely tapped in corporate or community environments.

Recognizing the trends that will transform the business world, Mr. Cleveland founded the CED Group. He also developed Cleveland & Associates to close the gap between company executives, top management, and employees, unleashing the potential for success with values-driven programs and employee engagement at every level, resulting in a culture of high-performance and successful outcomes.

Mr. Cleveland's illustrious career began with Mobil Oil Company, as an engineer and plant superintendent. He also developed his unique talent for business analysis, strategic planning, and management as a Financial and Business Analyst and Technical Supervisor. He spent the next fifteen years in a variety of high-level operations and management positions with Atlanta Gas Light Company/AGL Resources.

While at AGL, Mr. Cleveland rose to the ranks of EVP and CEO/President of several AGL Resources subsidiaries, including \$2.1 billion a year revenue generator Nicor Gas in Northern Illinois. In various roles, he was responsible for improving, developing, and delivering more than \$2.2 billion in assets and had responsibility for the firm's nearly \$1.4 billion supply chain.

During his tenure as an AGL executive, Mr. Cleveland worked tirelessly to improve his community through service on a variety of non-profit, community, and industry boards and advisory councils. He served as Human Rights Commissioner for the City of Virginia Beach, where he was instrumental in promoting respect and understanding among individuals to improve human relations and identify best practices for addressing human rights issues. He also served as Chairman of the Fulton County (Georgia) Workforce Investment Board, where his vision and leadership encouraged the development of a sustainable workforce with viable incomes and benefits. In his work with the Metropolitan Atlanta Chapter of the American Red Cross, Mr. Cleveland served as Vice Chairman of Diversity and member of the Executive Committee.

Recognizing the link between viable communities and the environment, Mr. Cleveland also served as Secretary of the Board of Trustees, and as a member of the Executive Committee for the Georgia Conservancy, an organization committed to environmental preservation, the economy, and improved quality of life. He served as Vice Chair, Chairman, and CEO of the North American Energy Standards Board, whose mission is to develop and promote standards to improve the marketplace for wholesale and retail natural gas and electricity.

Mr. Cleveland also served as 1st Vice Chairman and as Chairman of the National Board of Directors of the American Association of Blacks in Energy, as well as Chairman of the Board of Trustees of the American Institute for Managing Diversity, Inc., organizations which foster his belief in value-driven leadership across all areas of corporate and community structure.

During his four-year tenure with AIG Commercial and Consumer Insurance, Mr. Cleveland developed functional operations for the company's global customer operations and transformation efforts, which included insurance policy administration, customer contact centers, front and broker service desks, business transformation, risk control services, shared services, and purchasing/procurement as well as operations improvement services, including work planning and scheduling. His organizational design work led to a transformation of the company's \$1.4-billion, 15,000-staff member customer and back office services team. Transformation of the company's Contact Center management resulted in reducing the function's footprint by more than half. And, the business transformation team implemented organizational improvements with a projected \$2 billion in lifetime cash flow benefits. Under his direction, the business architecture team developed target operating models for developing country markets of all sizes around the globe. He also served as Chair of the Property Casualty Operational Risk Management Committee through first-quarter 2016.

In his dedication to excellence to both his community and to the corporate environment, Mr. Cleveland is an active member of countless organizations that foster respect and enhance values, which in turn encourage leaders to emerge who will reinforce an organization's potential for success.

He earned his undergraduate degree in mechanical engineering from the Georgia Institute of Technology in Atlanta, GA; pursued graduate studies in mechanical engineering at Rice University in Houston, TX; and earned his master's in business administration from Tulane University in New Orleans, LA.

His mission with Cleveland & Associates is to harness his experience and philosophy, as well as those of like-minded individuals, to empower corporate and business leaders to identify opportunities, enhance management systems and skills, engage employees, and develop leaders in order to create a culture of high performance within the organizations with which he consults.



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