

**JOHN DOE**  
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**PROCESS-ORIENTED OPERATIONS MANAGER**

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**Recognized for leading production teams to meet aggressive manufacturing goals**

Key strengths in management, scheduling, training and problem resolution. Hands-on troubleshooter with solid background in mechanical and electrical processing equipment. International business experience. Expertise includes:

- Automation
- Safety
- Quality
- Process improvement
- Transportation logistics
- ISO9000

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**PROFESSIONAL EXPERIENCE**

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**CHEMCON INTERNATIONAL**, Broadview, IL

**2000 - 2014**

**Operations Manager**

2005 - 2014

Managed staff of 15 production supervisors supporting 525 production employees and \$90M operating budget. Led corporate wide quality improvement initiatives. Served as liaison between domestic and international distribution sites.

- Reduced rejection 10% while maintaining productivity by adjusting schedules daily and cross-training staff on all operations.
- Improved new employee integration by organizing and implementing operations' segment of new hire orientation program that focused on policies, SOPs, processes and values.
- Maintained employee productivity and commitment to quality by encouraging and facilitating involvement in process improvements and implementing applicable suggestions.
- As global liaison, identified critical logistics issues and recommended improvements in transportation processes, which reduced worldwide distribution errors by 22%.

**Plant Supervisor**

2000 - 2005

Managed high-volume plant with 250 production and staff employees and \$180M operating budget.

- Increased production capacity 50% by automating time-consuming functions and evaluating and streamlining overall processes.
- Implemented procedures to monitor product and process quality in real-time, which allowed operators to detect, correct and prevent process variations that caused defects. Received first **Special Recognition Award** for significantly reducing print defects by 20%.
- Reduced ISO9000 external audit interval from semi-annual to annual by managing the quality system and twenty auditors through leadership and collaboration.
- Created safe and healthful work environment by conducting monthly meetings to focus on safety and housekeeping that resulted in zero lost time accidents over 8 years.
- Improved quality 10% by leading company-wide Quality Improvement Process that involved training 250 salaried and hourly employees in using the Philip Crosby Quality Process.

**EDGE CORPORATION**, Denver, CO

**1998 - 2000**

**Transportation Manager**

Managed staff of 7 and \$160M total annual freight budget. Oversaw freight rating and rating systems, freight payments, and carrier performance.

- Converted all Rail agreements from tariffs to contracts, resulting in savings of over \$7M.
- Received **Best of Best award** for leading cross-functional project between domestic and international logistics divisions that netted \$2M savings.

**ALPHA INC.**, Nashville, TN

**1995 - 1998**

**Traffic Supervisor**

Supervised staff of 3 warehouse employees. Scheduled and coordinated all traffic activities for entire department.

- Ensured all domestic and international transportation activities, both inbound and outbound, were conducted in accordance with company policies and compliance with government regulations.
- Reduced warehouse employee accidents 100% by implementing first forklift training program that utilized safety videos, written exams, and driving certification test.
- Facilitated continuous process improvement by continually monitoring carrier performance and meeting with carriers regularly to discuss performance, quality of service and security.
- Developed quality program for bulk carrier qualification, which later was incorporated into the CMA's Bulk Carrier protocol under *Responsible Care*.

**EDUCATION**

**B.A.**, Business Administration  
Any College, City, ST

**CERTIFICATIONS**

Philip Crosby Quality Process Certified Instructor

**PROFESSIONAL DEVELOPMENT**

Leadership Foundations  
ISO 9000 Auditing  
Quality Assurance  
Traffic Management