

## **NAME 88**

Address

Cell, Home, Business Phone Number

E-mail Address

## **OBJECTIVE**

Quality Manager

## **SUMMARY**

Over eighteen years of leadership and management experience in private, government, and military business operations including: directing, training, evaluating and coaching personnel, forecasting and scheduling budgets and production, operations planning, sales and lead generation, small business payroll and benefits services, and training development. Extensive experience in customer relationship management, deregulated energy, change management and communication, ISO 9000 implementation, problem solving, process creation and documentation, and, as an "American Society for Quality Certified Quality Manager", continuous improvement/quality management facilitation at all levels of performance.

## **PROFESSIONAL EXPERIENCE**

ENERGY SERVICES COMPANY - City, State

Year - Year

### Quality Manager

- Designed and implemented continuous process improvement systems, individual/functional performance management systems, vendor relationship management and knowledge management facilitation.
- Assessed organizational development status, developed company Quality Policy and Quality Plan, and organized the Change Management team which significantly improved communications and teamwork.
- Analyzed requirements for new systems implementation and established business/systems process teams which ensured rapport and understanding of requirements and risks in each area. Reduced scope changes and training requirements by 50%.

### Process Analyst

- Created a foundation for Change Management by establishing baseline procedure documentation (consistent with ISO 9000 standards), and process ownership and control within business activities.
- Developed documentation requirements for vendors and process performance review programs for operational managers and supervisors. Vendor support was responsive and costs were reduced 5%.
- Initiated and facilitated Process Action Teams for critical business activities. Teams analyzed problem areas, recommended solutions, executed them, and evaluated their effectiveness and the teams' performance. Four teams evaluated over 250 processes and reduced errors by approximately 12%.

THE OUTLAND GROUP, INC. - City, State.

Year - Year

### Program Manager /Division ISO Manager

- Directed sales and lead generation for the customer management operations of Consumers Energy. Accountable for all aspects of the program from system and process design to hiring and personnel development. Sales and lead generation increased by an average of 7% each month.
- Designed and implemented ISO 9000 principles and standards into each division customer management program; developed goals and metrics with management and trained personnel in process development, document control and management, and audit procedures. Reduced program development time 29%.
- As Business Project Leader for the conception of integrated business/systems development methodology, improved customer response and reduced expenses by averages of 15% and 23%, respectively.

**NAME**

EXTRACHECK, INC. – City, State.

Year - Year

Branch Operations Manager

Created and trained Operations Solutions Teams comprised of sales, payroll, systems personnel, and customers, to evaluate local and company procedures, customer concerns, and define new opportunities. Twenty-two cost reduction and three additional revenue opportunities were identified over 18 months.

- Designed, trained and implemented innovative payroll processing and delivery procedures resulting in Top Ten recognition for reduction in lost clients (87% retention) and maintenance of gross profit percentage (52%).

UNITED STATES AIR FORCE

Year - Year

Weapons Program Manager, CBU-89 A/B - CITY Logistics Center, STATE (Year – Year)

Accountable for the worldwide management, inventory, distribution, global positioning and contract management of over \$1.3 billion in state-of-the-art weaponry.

- Worked closely with contractors to develop new testing procedures, warranty execution, and spares procurement. New procedures reduced required tests and percentage of the stockpile expended thereby reducing costs by over 35%.

Chief, Munitions Management - CITY Air Logistics Center, STATE (Year - Year)

Responsible for 4,200 munitions and munitions components worth over \$780 million. Supervised 27 employees.

- Designed and implemented automated inventory control systems for \$500 million in munitions accounts. Worked closely with programmers to identify system integration requirements, output, and testing scenarios resulting in on time implementation and a contract cost reduction of 6.3%.

Chief of Weapons Safety - Osan Air Base, Korea (Year – Year)

Responsible for Munitions Safety programs at 11 locations in Korea, including two U.S. Air Force bases, a major weapons training range, and three joint Korean/United States munitions storage centers.

- Implemented active safety education and monitoring programs resulting in no major munitions or aircraft accidents; reduced minor accidents by 55% and the cost of these by 65%.

Aircraft Maintenance Manager- Myrtle Beach Air Force Base, SC. (Year - Year)

Responsible for 26 A-10 fighter aircraft, 200 employees in 15 job specialties, all associated support equipment and the management information system (approximate value \$715 million).

- Established and implemented new management information system programs which more accurately tracked repair trends and scheduled aircraft system upgrades, increasing capability from 85 to 88%.

Munitions Branch Manager - Myrtle Beach Air Force Base, SC.(Year – Year)

Responsible for the wing’s \$48 million munitions supply area, leading and training 160 personnel and all associated delivery and loading equipment.

- Designed and implemented wartime simulation plans which increased training realism and demonstrated actual capability; rated “Excellent” by Air Force Operational Readiness inspectors.

**EDUCATION**

BS, Business Administration - State University - Year

**QUALIFICATIONS / HONORS / AFFILIATIONS**

American Society for Quality Certified Quality Manager  
American Society for Quality

Toastmasters International

United States Air Force – Three Commendation Medals, Weapons Mishap Prevention Award,  
Munitions Supply Operation of the Year