

Jane Doe

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PROFESSIONAL PROFILE

Results-driven management professional with over 20 years of experience in the computer hardware and software manufacturing industry. Exceptional record of increasing operating efficiency and boosting profitability through expertise in computer software engineering, operations management, project management, and staff supervision.

WORK EXPERIENCE

NAME OF COMPANY, City, ST

03/90 to Present

[Leading manufacturer of electronic design automation (EDA) software tools, employing 5,000 worldwide]

Hold positions as (1) Software Manufacturing Engineering and Operations Director, (2) Program Manager, (3) Documentation Control Manager, and (4) Production Manager:

(1) Director, Software Manufacturing Engineering & Operations

- Led team that designed and implemented a web interface electronic software distribution (ESD) site for customers to download company products
- Led team that designed and implemented an electronic software download manager that allows customers to select, download and install specific products simultaneously
- Designed a process enabling customers to register and place orders online, and to receive e-mail notifications about specific products, new releases and updates
- Led team project to simplify and automate production processes that ultimately reduced head count from 10 to 3
- Led team project that effectively streamlined and automated the release processes, reducing the time between release to manufacturing through first customer shipment from 27 to 8 days, and reducing head count from 7 to 2
- Member of team that researched locations for overseas customer service site; helped setup mirror site in Ireland to service overseas customers; in charge of maintaining relationship between American and Irish fulfillment teams; travel to Ireland 1 - 2 times per year

(2) Program Manager

Lead and coordinate schedules with R&D engineering managers, technical writers, product validation managers, and product marketing managers for five different product teams. Started the [Name of] Group. Develop processes and tools to receive tar kits from product groups; oversee documentation controls and product price database. Manage seven full-time employees.

- Designed a web interface form used by program and product managers to submit product database change requests for review and approval before entry
- Involved in rewriting groups process to fit the ISO 9000 requirements and obtain certification
- Key member of cross functional team to develop release processes from populating the product database, receiving tar kits from R&D, and creating a CD-ROM image used for 1st article testing thru managing inventory for customer shipments
- Streamlined the Documentation BOM/Inventory Control process to reduce the time by over 50% and reduced head count by one
- Streamlined the release process to reduce head count by one
- Led team project to change hard copy release hand-off to electronic files rather than hard copy masters; convinced R&D management to stop requiring the production of hard copy user documentation once it was available on CD-ROM, saving \$4 million per year in inventory costs
- Lead team effort to re-engineer the process of generating CD-ROM images for the 1st Article process, reducing the time between RTM and FAD from 7 to 2 working days

(3) Documentation Control Manager

Write Bill of Materials (BOM) for all hard copy documentation and shipping reproducible masters to the European and Japanese manufacturing facilities while maintaining receipt of new documentation for current releases. Manage one full time employee.

(4) Production Manager

Oversee manufacturing software production, tape duplication, shipping, receiving, inventory control, documentation control and administration of a supplies budget that grew from \$1.5M to \$7M in a two year period. Manage seven full time employees and up to three contractors.

- Planned and coordinated a relocation for manufacturing, and organized and equipped the new facility to warehouse an increased storage capacity of hard copy documentation from 30 to 200+ titles
- Assisted in start up of Puerto Rico factory
- Developed the manufacturing part number system subsequently adopted by the company and still in use today
- Developed processes to improve quality and efficiency in the manufacturing process which reduced operating costs significantly

NAME OF COMPANY, City, ST

12/87 to 03/90

Director of Operations

[Contract order fulfillment center for the software industry]

Oversaw production planning, capacity planning, inventory control, packaging, fulfillment, warehouse, shipping, receiving, data entry/order processing, and customer service. Performed personnel management duties, i.e., hiring/firing, maintaining records, and establishing policies. Purchased equipment, wrote and reviewed purchase agreements and obtained quotes. Administered company's insurance plans (equipment, worker's compensation, vehicle, and medical).

- Streamlined production, warehouse, shipping/receiving procedures & policies, resulting in higher through-put with less man-hours while maintaining a high quality level
- Designed a customized inventory control system for the Apple Macintosh and coordinated with a programmer from conception to implementation, this also included developing a part number system

NAME OF COMPANY, City, ST

11/78 to 12/87

[Manufacturer of switching power supplies for computer industry]

Director of Operations (12/84 to 12/87)

Promoted to position based on strong performance as **Materials Manager**. Oversaw production planning, capacity planning, inventory control, purchasing, quality assurance, product design, ordering process, shipping and receiving, and customer service.

- Upgraded MRPII System from a time-shared HP 3000 to an in-house microcomputer (Tandy 3000)
- Successfully coordinated and supervised the redesign and relocation of factory, finishing the project ahead of schedule and staying within limited budget

Material Manager (08/81 to 11/84)

Promoted to position based on strong performance as **Materials / Production Supervisor**. Program Manager in charge of establishing a high volume production in Taiwan and Hong Kong. Acted as venture project communications link for all manufacturing related issues. Established all policies and procedures in regards to material handling, material control, purchasing and production control systems. Approved all production procedures. *Major accomplishments --*

- Selected and implemented a fully computerized MRP II System within three months which streamlined and improved the inventory control and finished goods process
- Completed review of all documentation for adequacy of data clarity and source selection
- Familiarized off-shore factory management with production methods, standard labor times, production test equipment and material costs
- Successfully trained others within the company to reach positions of leadership in the areas of production, assembly, inventory, and purchasing

Materials / Production Supervisor (11/78 to 08/81)

Scheduled and purchased raw materials, oversaw kitting activities and material control, and monitored the quality and production processes from receiving through product shipment. Developed computer-assisted parts master and master schedule; and planned and scheduled raw material and sub assemblies. Purchased all fabricated and component material, as well as sourced sub contractors.

EDUCATION

Certificate of Completion, Electronics Technician, NAME OF UNIVERSITY	1978
A.A., Business Administration, NAME OF COMMUNITY COLLEGE	1982

MILITARY SERVICE

UNITED STATES AIR FORCE RESERVE	1977 to 1980
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