

# Dudley Effertz

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**EXPERIENCE**  
04/2019 – present

## LUBOWITZ LLC

**Houston, TX**

### *Center Operations Manager*

- Excellent knowledge and experience in budgeting, financial management, and labor planning and optimization
- Excellent performance in engagement, leadership, culture behavior, decisiveness, cost awareness, customer orientation, loyalty, sense of responsibility, organizational talent, conceptual, initiate and “live” change
- Interest in long-term career development in FC operations
- An innovative Operations leader with superior analytical abilities and preferred experience in Lean Manufacturing methodologies
- Has excellent technical, problem-solving, and communication skills
- Finds practical and simple solutions to complex problems without sacrificing quality or core functionality
- Experience defining projects, collecting requirements, designing process solutions, writing detailed functional specifications, coordinating efforts to scope, schedule

06/2012 – 10/2018

## BERGSTROM LLC

**Houston, TX**

### *Center Operations Manager*

- PMP, Agile, or SCRUM certifications
- Experience leading end user support
- Experience working with offshore vendors
- Experience with ServiceNow Platform
- Strong mechanical and system knowledge
- High level of tolerance for very vocal and persistent customers
- Experience in process improvement methodology, change management, operational improvement in complex systems
- Demonstrated experience with CMMS or other databases
- Build lead and manage the Network Operations Monitoring team and be prepared to get hands on occasionally
- Work closely with various groups, cross company, to develop a monitoring product roadmap and suggest strategic improvements act as a leader in the IT Cloud management group

**EDUCATION**

## MASSACHUSETTS COLLEGE OF ART

**Bachelor's in Education**

**SKILLS**

- Knowledge in mechanical repairs
- Knowledge in human resource concepts, practices, policies, and procedures
- Knowledge in event industry safety standards
- Knowledge in Adobe Photoshop and Auto CAD computer software
- Knowledge in customer service and a team oriented collaborative environment
- Strong leadership skills and interpersonal skills to effectively communicate both in written form and verbally with individuals and groups
- Skills in conflict management techniques
- Skills in unique mechanical repairs, carpentry, wire feed welding, and other types of welding
- Willingness to learn design CAD software programs
- Proficiency in using Microsoft Applications, including Word, Excel etc
- Build Framework for TAT Delivery