

Noel Friesen

8277 Runte Ferry, Los Angeles, CA ♦ Phone: +1 (555) 199 1979

EXPERIENCE

SENIOR OPERATION MANAGER

Houston, TX

09/2015 – present

- Conducts interviews of potential associates, Assistant Managers, Managers and Department Managers
- Continue to improve shop floor management (Safety, 5s, visual management)
- Regular trade monitoring and matching on various platforms; oversight of failed trades; claims management and the performance of 3rd party relationships
- Identify Safety, Quality and productivity improvement strategy and opportunities implement accordingly via working with other related departments
- Supervise production staff on work method and quality checkpoints
- Observes that all PPE and other safety equipment is used properly and is in good working order
- Monitoring of corporate actions processing in system as well as cash management between different prime brokers

MAINTENANCE OPERATION MANAGER

Philadelphia, PA

02/2011 – 06/2015

- Managing organisational change in order to optimise working practices and thus ensure a productive workforce
- Promptly report to your supervisor/manager all accidents, incidents, product safety issues and work related ill health or near misses that you witness or are involved with
- Plan and control leave entitlement for Area Managers and Depot Managers within set guidelines in order to meet the Business Plan
- Ensure staff under your control are trained and developed in accordance with Alstom development of people policies and national rules
- Ensure work is performed in a safe, effective manner and in accordance with the H&S at Work Act, Rules and Regulations, Railway Group Standards and Alstom Policies and Procedures
- Maintain good industrial relations within area of responsibility, implementing disciplinary procedures for any serious staff irregularities - maintain a well-disciplined work force
- Proactive in identifying areas for improvement by personal check, analysis of trains incident reports and complaints, initiating action to ensure improvements

OPERATION MANAGER

Detroit, MI

07/2005 – 01/2011

- Managing key operational service suppliers and ensuring that all services are delivered to service level agreements in a timely fashion within budget
- Ensuring work assignments are accurately classified as warranty or non-warranty status to optimize margins
- Pushing of innovativeness, project management optimization
- Overseeing the safe receipt, storage, pick & pack, Value Added Service (VAS) and timely dispatch of goods
- Managing, developing and coaching direct reports in order to ensure their ongoing effective contribution and highly motivated and productive teams
- Planning and implementing various service activities, and monitor progress and long term delivery
- Optimizing productivity by contributing to the coordination of work across Power Grids business units

EDUCATION

UNIVERSITY OF MASSACHUSETTS AMHERST

Bachelor's Degree in Engineering

SKILLS

- Ability to perform advanced math including cost analysis, statistics, concepts of probability, fractions, percentages and ratios
- Able to work flexibly including ability to cover the operation 24/7
- Strong organization skills, attention to detail and follow through
- Strong leadership skills, ability to lead by example
- Broad understanding and practical application of applicable laws and regulations
- Highly dedicated and devoted with master communication and coordination skills
- Knowledge of all metal trades skills
- Knowledge in cost and warehouse management
- Build, maintain, develop and spread positive company culture to achieve greater liaison both internal and external
- Knowledge in Grains handling/Storage