

JOHN SMITH

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SENIOR-LEVEL OPERATIONS MANAGEMENT

Results-driven and forward-thinking professional commanding 15 years of progressive, cross-industry operations, plant, and production management success. Resourceful and quality-focused visionary offering record of spearheading Lean transformations, improving organizational performance, maximizing productivity, eliminating waste, controlling costs, and driving revenues. Strategic and safety-conscious leader skilled at recruiting, building, and mentoring high-caliber teams as well as ensuring world-class customer service. Possess in-depth knowledge of Lean Manufacturing and Six Sigma methodologies, along with additional continuous improvement practices. Dynamic executive providing international experience; thrive in fast-paced, deadline-driven environments. Provide technical proficiency in Microsoft Office Suite, including Project 2007, as well as knowledge of SAP software. Speak fluent German and Tamil.

SCOPE OF EXCELLENCE

Continuous Process Improvement • Strategic Planning • Change Management • Quality Assurance • Restructuring Six Sigma Methodologies • Facility/Plant Management • Lean Manufacturing • Labor Relations • Risk Management P&L Accountability • Regulatory & Safety Compliance • Customer Service & Retention • Distribution • Training International Business • Recruitment • Policy Development • Performance Management • Workforce Planning Team Building & Management • Staff Retention • Budget Administration • Program Management • Presentations

KEY ACHIEVEMENTS

- Achieved \$150K in annual cost savings through performing process mapping and eliminating non value-added activities [Cara Airline Solutions].
- Realized \$90K in yearly savings, retained key customer (Air Canada), and became 1st person in company history to score 98.8% on Medina Audit through facilitating HACCP team.
- Sustained cost minimization and monitored operational costs through implementing benchmarking and budgeting system [Bethel Builders, Inc.].
- Generated \$1.5M in additional revenues, improved on-time delivery from 80% to 98%, and restored customer confidence through launching visual, data driven planning tool [Alggin Metal Industries].
- Achieved 30% more work space and developed 5S teams via eliminating waste and promoting value-added activities.
- Realized 30% decrease in annual lost time incidents (LTI) by forming and facilitating JH&S Committee [Vita Foam].
- Yielded 30% revenue growth by implementing motion time study [Canadian Custom Cable, Inc.].

CAREER TRACK

Cara Airline Solutions [Edmonton, Alberta]
Canada's largest airline caterer.

2009-2010

Senior Operations Manager

Directed day-to-day operations, ensuring quality assurance, monitoring labour relations, and overseeing planning and scheduling efforts. Controlled \$8M annual capital budget and maintained P&L responsibility. Delivered safety and continuous process improvements. Managed Lean Manufacturing activities. Built, led, and mentored teams, guiding them to achieve common targets; supervised 55 employees. Enabled project identification, which was later linked to corporate balance scorecard, by developing value stream map with metrics.

- Boosted company efficiency from 80% to 105% through decreasing product travel time and redesigning work cells layout.
- Eliminated waste and realized 10% space gain by implementing Lean methodologies, building high-quality teams, and promoting 5S programs.

Bethel Builders, Inc. [Doha, Qatar]
Residential home building company.

2008-2009

General Manager (Contract)

Administered daily activities; established company policies and marketing business plans. Recruited and led project management staff. Identified opportunities for cost reductions and process improvements. Played key role in constructing company website.

- Aligned performance and rewards with business objectives by establishing employee performance evaluation system that was structured with gain-sharing program.
- Ensured cost accuracy when bidding projects via designing and creating electronic quoting tool.