
JOHN SMITH

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OPERATIONS MANAGER / TEAM LEADER

STRATEGY PLANNING & EXECUTION | PROJECT MANAGEMENT | TEAM DEVELOPMENT

Accomplished business leader and decorated former military leader offering 20+ years of expertise in driving operational output, quality and employee performance. Excel at planning and delivering complex, business-critical projects and creatively solving challenges. Savvy strategist who optimizes processes and workflows and consistently yields cost savings. Articulate director and mentor who builds team competency, inspiring a culture of commitment, accountability and shared success.

KEY PROFICIENCIES & ATTRIBUTES

Leadership, Training & Coaching • Operations & Program Management • Strategic Planning • Project Management
Quality Management • Budgets/Cost Control • Risk Management • Process Engineering & Improvement • Six Sigma Principles
Regulatory Compliance • Team Building • Staff Development • Continuous Improvement • Change Management

TECHNICAL SKILLS

MS Office (Word, Excel, PowerPoint, Access, Outlook, Publisher) • One Note • Adobe Pro • Movie Maker • Sigma XL

CAREER HIGHLIGHTS

INVENTOR/ENTREPRENEUR

Jul 2020–Present

BUSINESS PLANNING/PROJECT MANAGEMENT: Currently composing business plan for invention, in official patent pending status, on track for final approval in 2023. Invention is an iceless six-pack cooler insert, which eliminates need for ice when attending sporting events, golfing, beach, traveling or concerts. Solve complicated issues and drive projects forward into the future.

SENIOR RESEARCH & DEVELOPMENT SPECIALIST • GAF MATERIALS CORPORATION: Chester, SC 2012–2020
Largest roofing manufacturer in N. America with global sales of nearly \$3B and 3,000 employees

Governed lab programs, budgets, design of experiments and lab specialists. Prepared and delivered quarterly presentations to senior management. **Boosted product performance, shrank cost of materials and contributed to product EBIT.**

PROJECT MANAGEMENT: Designed, implemented and managed world-class asphalt coating lab, respected as “gate keeper” for shingle coating within company. **Saved \$2,700 annually on shipping costs** by researching equipment; **reduced variation by 23%** by executing studies on lowering variation; **slashed data turnaround time by 90%**; improved safety protocols.

Saved \$500K+ annually in production costs and significantly diminished variation in glass mat hand sheets in a lab setting by spearheading development of industry first lab binder applicator; also shaped industry first glass fiber cubing test protocol.

Conserved nearly \$500K in production material costs in first year in development of new resin binder. Collaborated with Georgia Pacific on development and pinpointed proper resin binder by conducting lab studies and plant trials.

OPERATIONAL IMPROVEMENTS: **Freed Chester lab to focus on other time sensitive studies** by enabling customers to conduct their own onsite wet web testing at 3 labs within 6 months. Traveled to customers labs, audited and designed lab equipment to conduct testing onsite and trained lab personnel in use, safety, and measurables.

Acted as plant champion, elevating plant safety and operational efficiency, by piloting project to update online program for real-time access to product specifications. Reviewed 745 Material Safety Data Sheets, removing 112, in only 6 weeks.

POLICY & PROCEDURES: **Recouped \$16K in gained machine time in first month** by cutting fiberglass loading during production, implementing corrective measures to fiber cubing density by inverting test instrument from concrete industry within 72 hours.

Yielded zero recordable accidents for all new employees during first two weeks of employment for 10 consecutive years by implementing wear of orange safety vests for trainees.

IT COORDINATOR, CORPORATE REAL ESTATE • TTM, BANK OF AMERICA: Charlotte, NC 2008–2012
Multinational banking/financial services corp.; 2nd largest bank holding company in the U.S. by assets

Spearheaded technology moves between corporate real estate group, technology group, and bank personnel. Supervised group technicians. Managed and maintained Ethernet and phone systems within all corporate headquarter locations.

PROJECT MANAGEMENT: **Planned and orchestrated complete technology and equipment move for Trading Floor relocation in 48 hours** with only 3 connectivity issues, corrected within 1 hour. Coordinated with IT Techs and Corporate Real Estate group.