

# Production Operations Manager

## ROBERT SMITH

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### Objective

An expert in enhancing business value and leading strategic market research in the pursuit of venture capital initiatives and highly effective mergers and acquisitions.

### Skills

MS Office, Data Analysis, R&D, Records Management.

### Work Experience

#### Production Operations Manager

**ABC Corporation** - 2014 - 2015

- Developed all production processes in this startup organization.
- Responsible for interviewing, hiring, and training all production operators.
- Supervised processes to ensure timely production shipments.
- Developed and enforced safety procedures, tracked production standards, and developed quality-control programs.
- Designed floorplan to minimize travel wastes in manufacturing.
- Worked with contractors to ensure requirements were met.
- Coordinated manufacturing transfer to support the commercial launch of six new products in 18 months.

#### Production Operations Manager

**ABC Corporation** - 2009 - 2014

- Manage team members to foster a positive relationship with our customers, clients, sales force and internal business partners.
- Provide daily direction of activities, ensure phone adherence, provide superior service to internal and external customers, manage productivity, and ensure quality loans.
- Maximize customer service and team member development through one-on-one coaching and effective team communication.
- Serve as a liaison between Sales, Marketing, and Operations to proactively resolves issues and explore process and service opportunities.
- Identify and provide feedback to upper management on process workflow and identify training opportunities by reviewing pipeline reports.
- Implemented additional production line and added a 2nd shift, increasing production capacity by 50-100 percent.
- Coordinated manufacturing transfer to support the commercial launch of six new products in 18 months.

### Education

Bachelor of Science in Electrical Engineering - 1989 (State University of New York at Buffalo - Buffalo, NY)