

Sr. Operations Manager

ROBERT SMITH

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Objective

Results driven Operations professional with proven ability to translate business goals into HR strategies, align resources to improve organization effectiveness and increase bottom line results.

Skills

Strategic Management, Operations Management, P&L Responsibility, Revenue Cycle, Multi-Site Operations, Change Management.

Work Experience

Sr. Operations Manager

ABC Corporation - 1999 - 2002

- Responsible for all facets of high volume, customized on-demand fulfillment operation; utilizing multiple systems and distribution channels to provide world-class customer service.
- Managed start-up and rapid growth phase of On-Demand Manufacturing operation in an Oracle ERP and WMS systems based environment.
- Business experienced volume growth of +300% and staff growth of 200%.
- Leveraged lean manufacturing and continuous improvement methodologies to drive cost and productivity improvements of 15-20% annually.
- Operation ranked in top 5% of division in key business measures.
- Implemented first self-directed associate team model in the division.
- Involved production associates in every aspect of operation from interviewing to new business implementation.

Sr. Operations Manager

ABC Corporation - 1994 - 1999

- Multimillion dollar global provider of advanced gas and liquid delivery solutions for the global semiconductor and related electronics markets.
- Directed four manufacturing lines in the production of gas module and ultra clean piping solutions for the semiconductor industry.
- Responsible for R&D, Pilot, and Volume manufacturing.
- Oversaw Industrial, Test, and Manufacturing Engineering teams to improve efficiency and throughput of work orders throughout the production cycle.
- Reduced overall cycle times from 11 weeks to 3.2 weeks to exceed customer expectations.
- Improved Rolled Throughput Yield from 42% to 98%.
- Certified Six Sigma Black with project yielding \$525K in savings..

Education

Master of Business Administration - (East Carolina University - Greenville, NC)