**Rick Hoagland**



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**Executive Summary**



Experienced and dedicated Manager with a strong electronics, mechanical and technical background. Well rounded in all processes of a fast paced manufacturing environment. Exceptional team building and motivational skills.

**Core Qualifications**



|  |  |  |  |
| --- | --- | --- | --- |
| ● | Complex problem solving | ● | Supervision and training |
| ● | Computer-savvy | ● | Team building |
| ● | Sound judgment | ● | Quality improvement |
| ● | Customer relations | ● | Policy/program development |

**Professional Experience**



**Field Services Manager**

October 2004 to December 2011

**Lightspeed Technologies** – Tualatin, Oregon

Manufacturing and direct sales of custom classroom amplification systems for the K-12 education market.

* Created Installation and Service Network across the United States from the ground up (100 + contractors). Managed all installation projects in assigned 13 state territory.
* Developed Training and Certification Programs to keep installers up to date on the latest products and installation procedures.
* Developed custom documentation and procedures to ensure quality installations and satisfied customers.
* Created technical drawings and documentation.
* Managed direct and indirect customer relations.
* Member of Sustaining/Quality Control Team. Identified and resolved product issues in the field. Consultant for continued improvement of existing product lines.
* Resolved technical issues with New Product Introduction and manufacturability with Engineering.
* Produced User and Installation Manuals.

**VP of Manufacturing**

October 1994 to December 2003

**Cardio Theater Holdings, Inc.** – Portland, OR

Part owner of custom A/V equipment company specializing in Health Club entertainment while exercising.

* Held a key role in building the company from the ground up, taking it from a garage operation to a $15 M company in under 10 years.
* Managed day-to-day operations of the manufacturing process.
* Implemented and maintained Quality Control procedures.
* Introduced new revenue streams into company, increasing sales by 45 percent in under two years.
* Worked closely with the Accounting Department to manage cash flow.
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* Increased profit margins by 30 percent by identifying, utilizing and overseeing offshore vendors.
* Directed and assisted Engineers in developing six new product lines simultaneously, while sustaining existing lines.
* Introduced Lean processes and procedures.
* Proficient in using MRP programs.
* Managed inventory control.
* Qualified incoming electronic parts for use in production.
* Maintained Vendor relations

**Service Manager**

February 1985 to July 1995

**Music Vend Distributing** – Portland, OR

Commercial Arcade Game and Vending Machine Distributor.

* Managed Service Department and performed technical troubleshooting over the phone.
* Repaired electronic circuit boards for commercial arcade games down to component level.
* Refurbished vending machines for resell.
* Repaired refrigeration units (leak repair, recharging and compressor replacement).
* Responsible for customer relations and repair schedules.

**Education**



**United Electronics Institute (now ITT Technical)**

Portland, Oregon

Electronics

Associates Degree

**Additional Information**



Professional Licenses

* Oregon Specialty Contractors License
* RSES Refrigerant Handling Certificate