**JENNIFER L. GOODWIN**

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**Education**

# MIT SLOAN SCHOOL OF MANAGEMENT CAMBRIDGE, MA

Master of Business Administration, Class of 2001

Academic interests: strategic management and new product venture and development

Member of Management Consulting Club and Marketing Club

Elected as MIT Sloan Student Senator

## UNIVERSITY OF MASSACHUSETTS AMHERST, MA

Bachelors of Business Administration, 1993

Major: Operations Management Minor: Economics

Received William F. Field Scholarship for academic excellence

#### Experience

1997 - 1999 **LASERTRON, INC. BEDFORD, MA**

### Market leader in manufacture of fiber optic components for telecommunications

### Quality and Customer Satisfaction Manager

* Managed customer relations associated with complaints and audits, demonstrating effective problem solving, conflict resolution, and negotiation skills
* Led cross-functional teams for process improvement, including streamlining engineering changes, simplifying process documentation, and structuring the training process
* Presented the quality system processes and controls to potential clients, supporting the growth of the customer base
* Managed all aspects of the quality system, including management review, internal audits, corrective and preventive action, and new employee orientation
* Led the Customer Satisfaction program, including developing and implementing a formal customer rating system
* Recruited, trained, and coached internal audit team members; restructured the audit process, reducing auditor workload and facilitating corrective actions

1993 - 1997 **BEMIS COMPANY, INC. PEPPERELL, MA**

### Manufacturer of high quality, industrial and consumer packaging

### Quality Manager

* Held position on the plant senior management team – analyzed operational activity and established strategies for production and quality improvement
* Managed customer complaints, interacting directly with major clients
* Developed and implemented a formal quality system, achieving ISO 9002 certification in 18 months for a 160 employee facility
* Designed and conducted a 2-day training seminar for Corporate Management
* Developed and executed formal training and performance evaluation programs
* Managed staff of 3 and supervised the internal quality audit team of 20 members
* Interviewed and hired direct labor employees

**Internships**

* BayBanks, Inc. - Credit Card Security Operations, 1992
* U.S. Government Housing and Urban Development, 1990-1991

**Personal**

* Active member of Sloan Senate Academic and Admissions Committees
* Enjoy skiing, racquetball, exercising, reading, traveling
* Participated in National Student Exchange to University of Hawaii at Manoa, 1991-1992
* Catechism teacher and community service volunteer through church