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**SUMMARY**

**Proven Senior Program Manager: Aerospace Manufacturing, Change Management, Strategy, Leadership, Training**

Senior Program Manager with comprehensive accomplishments guiding cross-functional, international teams to achieve production goals and strategic initiatives. Recognized as a highly organized, resourceful problem solver who excels at analyzing and optimizing complex business decisions and implementing all phases of the project lifecycle. Demonstrated success in maximizing manufacturing performance by implementing appropriate competitive strategies through analysis of details to gain understanding of industry position, emerging issues, trends, and external relationships.

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| --- | --- | --- |
| * Program Management | * Document Management | * Continuous Improvement |
| * Budget Management | * Data Sharing | * Change Management |
| * Problem Resolution | * MS Project, Vision, SharePoint | * Process Improvement |
| * Product Design | * Team Leadership & Development | * Lean Six Sigma |
| * Training & Instruction | * Oracle | * Negotiations |

**PROFESSIONAL EXPERIENCE**

**Zodiac Aerospace, Cypress, CA 2016 - Present**

**Senior Program Manager, Manufacturing**

* Developed a $2M aerospace aftermarket for the Airbus A350 including original equipment manufacturers (OEM).
* Hire, train, and lead a cohesive cross-functional team of 55.
* Lead transformational changes to improve quality and delivery of Airbus A350 lavatory retrofit program.
* Reduced costs by 45% by redesigning production to decrease lavatory build from 60+ days down to 35 days.
* Utilize modeling tools, resulting in in-depth customer satisfaction analysis.
* Engage internal business organizations to resolve quality issues with suppliers.
* Streamlined RFQ response process to include buy-in from major stakeholders.
* Ensure projects remain on schedule, adhering to the development life cycle process.
* Embed decision-making policies including checkpoints, improving production schedule and quality.
* Collaborate with supply chain to identify opportunities for cost reductions.
* Lead the Change Control Board regarding process and business opportunity changes.

Hartzell Aerospace/ITT Aerospace, Valencia, CA 2014 – 2016

**Senior Program Manager, New Development, Designer;** *Hartzell was purchased by ITT Aerospace in April 2015*

* Acting General Manager prior to ITT purchase of Hartzell; aligned cross-functional stakeholders.
* Spearheaded product development transition strategy to new organization.
* Supervised 42 cross-functional team members.
* Decreased costs by 34% within 9 weeks through effective collaboration with program managers.
* Increased on time product delivery by 45% by managing vendor performance and quality.
* Grew 25-member manufacturing team and decreased squawks in final inspection by 28%.
* Utilized Ishikawa diagram to pinpoint quality issues within production process that resulted in a 3% rejection rate.
* Improved customer relationships that commenced with 4 additional silencer programs in a 6-week period.
* Co-authored PMO documentation for project management and engineering protocols.
* Increased OTD by 25% through effective problem resolution and troubleshooting.
* Improved production flow with operations group to eliminate waste, increasing from 2 units per hour to 5.
* Emphasized strategic continuous improvement regarding production efficiency and cost reductions.

Crane Aerospace & Electronics, Burbank, CA 2010-2014

Program Manager Cabin Production

* Assisted operations in increasing on-time delivery of products to 99.9% for nine consecutive months.
* Created Single Integrated Operational Plan(SIOP) process used by management for tracking and forecasting sales.
* Reduced cost by 182%, production expenses by 110%, and increased manufacturing capabilities by 93%, creating new conduit material by collaboration with supplier.
* Led a cross-functional team of 23; maintained KPI board for 12-person PMO office.
* Completed approval process with the FAA that enabled Crane to own the Parts Manufacturer Approval (PMA).
* Improved standardization and decreased errors by 75% through the creation of engineering templates.
* Assisted Change Management with training updates, SOP’s, Work Instructions; reducing approval time by 140%.
* Streamlined high volume of out-of-box failure returns from customers process, reducing turnaround time by 95%.

**Amgen Inc., Thousand Oaks, CA 2009 – 2009**

Program Manager; contract position

* Reduced authorization time by 160% through deploying a tracking tool that supported the global labeling process.
* Collaborated with training team to develop an eLearning training program, and a job aid, for 200 employees.
* Developed Workflow Diagrams to research global drug approval processes.
* Authored 2,500 lines of test script to verify accuracy of tool, and created communication plan for global deployment.
* Directed the team that planned and designed the strategic advancements.

**Amgen Inc., Thousand Oaks, CA 2007 – 2009**

Training Program Manager/Portfolio Coordinator; contract position

* Trained 55 new hires and contract employees for a $42M R&D Business Transformation Program.
* Developed Training Documentation Plan that enabled ongoing program training on new procedures/equipment.
* Obtained Lead Training Coordinator status within Amgen’s Learning Management System (LMS).
* Managed portal community program content viewed by 1,200 members.
* Created training manuals and procedures for 158 international end-users using new IT tools.
* Developed communication plan for all levels of stakeholders in matrix organization.
* Monitored activity of development from outsourced vendors improving quality and turnaround time by 25%.

**Amgen Inc., Thousand Oaks, CA, Contract 2006 – 2007**

Program Manager *for the IS acquisition of Abgenix and transitioning of Amgen to the new Daylight Savings hours*

* Coordinated Amgen’s software application distribution within multiple departments for 256 employees.
* Facilitated communications plan and Document Management System for the project team.
* Managed and organized document sharing plan utilized by 75 staff for 25 weekly, international remote meetings.

**BAE Systems Westlake Village, CA 2003 – 2006**

Program Coordinator/ Strategic Advisor | General Manager *during close of business*

* Collaborated with multiple International Program Management, Finance, Engineering and Operations staff.
* Managed request for Quotes from customers and restructured quote process reducing signature turn time by 50%.
* Reduced response time by 700% by developing response letter that addressed proposals to customers.
* Managed licensing of product, material, or technology for organization required for import/export internationally.

**EDUCATION**

**MBA,** California Lutheran University, 2011

**Bachelor of Science**, Computer Science, California Lutheran University, 2006

Lean Six Sigma Green Belt Certification, Purdue University, 2012

PMP Certified, Project Management Institute, 2009

American Sign Language