

Operations Management

Innovative, results-producing professional with extensive experience in leadership, direction, training, and support within diverse industries.

Transformative leader leveraging strategic mindset and a history of driving organizational success via leading innovative initiatives, process improvements, and staff development to increase efficiency, cohesion, accountability, and growth. Expert at assessing, planning, implementing, monitoring, and evaluating actions required to meet the human services. An articulate individual with change management experience aligning stakeholders from board to front-line staff level. Expertise in building, training, and guiding cross-functional teams for achieving assigned targets and delivering best-in-class services to elevate customer satisfaction. Well-versed in increasing client's satisfaction level and business performance by handling complaints while serving as an intermediate between company and customers. Proficient in troubleshooting and solving complex technical issues using root cause analysis. Demonstrated success in optimizing processes and boosting revenue growth of organization. Equipped with exceptional communication, interpersonal, management, and analytical skills.

Areas of Expertise

- Project Management
- Team Leadership
- Project Plans & Documentation
- Engineering Cost Estimates
- Training & Development
- Budget Creation/Analysis
- Vendor Selection Process
- KPI Tracking & Analysis
- Regulatory Compliance
- PLC Programming
- Customer Service
- P&L Optimization
- Maintenance Management
- Business Planning Trainer
- Process Improvement
- Logistics Operations
- High-Stake Negotiations
- Engineering Design & Plan

Technical Proficiencies

Programming Languages: C++, Java, Python, HTML5, CSS, R, and Latex

Hardware: AC / DC circuits, Small Radio Telescope, Optical Telescope, Gas Chromatographer – Mass Spectrometer (GC-MS), Microscopes, and Spectrometers, Frequency Modulators, Lasers, and Particle Counters

Career Experience

Quant Service – Dublin, VA

Aug 2021 – Present

Startup Manager (May 2022 – Present)

Maintenance Supervisor (Mar 2022 – May 2022)

Maintenance Planner (Aug 2021 – Mar 2022)

Supervise all aspects of daily maintenance operations, including maintenance planning, CMMS management, PLC programming resources / programs administration. Monitor safety compliance to maintain strict standards and protect team members from harm. Direct employees by delegating tasks to complete on time. Monitored priorities and liaised between maintenance team and management, delegating tasks to complete on time.

- Promoted from maintenance planner to maintenance supervisor for delivering excellent performance and work ethics.
- Prepared preventive maintenance (PM) task instructions and maintenance support work using quantWorx (Custom CMMS software), resulting in maximizing performance and equipment longevity.
- Optimized supply levels to keep stock within ideal parameters for expected needs.
- Rolled out improved training programs for maintenance employees.
- Kept track of equipment, inventories and system upgrades in order to prepare and present detailed reports to management.
- Trained and guided employees to complete their work orders using advanced CMMS system.

- Utilized Microsoft Excel to setup KPI tracking spreadsheets and prepare weekly/monthly reports and charts.
- Delivered basic PLC programming support as well as maintained up to date copies of all PLC Programs
- Provided Tier 1 IT support to non-technical internal users.

Gala North America – Dublin, VA PLC Programmer

Jun 2021 - Aug 2021

Supervised the training and professional development of staff on the successful installation of PLC programs. Tested automated systems to ensure their efficiency, safety, and reliability. Troubleshoot system errors. Organized the backups of the PLC programs, resulting in minimizing downtime.

- Studied orders to determine required machine sequences and tools to achieve desired results.
- Moved controls to properly position tools and workpieces, set specific feeds and determine cut depths for optimal operations.

Gala North America– Dublin, VA Project Engineer

Jan 2021 – Jun 2021

Liaised with company executives and project managers to acquire resources to move projects forward. Designed and delivered work instructions and training manual for all user levels. Supported leaders throughout decision-making and launch by providing regular compliance reports to drive process improvement and corrective measures.

- Monitored metrics during project execution to maintain compliance with planned costs, schedules and goals.
- Provided technical direction of system development methodologies to support improved technical performance.
- Recommended appropriate hardware to get a system such as visual factory, or low level SCADA system, resulting in increased OEE data accuracy.
- Credited for success full implementation of CMMS system.

Gala North America, Dublin, VA Production Supervisor

Feb 2020 – Jan 2021

Utilized lean practices to balance workflow and alleviate redundancy. Trained staff of direct labor employees to perform assembly and manufacture of specified products. Prepared in advance for and addressed production problems, material deficits, equipment failures and unavoidable delays. Created a comprehensive daily report for all levels of management.

- Leveraged exceptional professionalism to mitigate employee disputes in a respectful manner, increasing OEE data accuracy.
- Introduced an advanced calculation tool to figure out exact material usage.
- Boosted production throughput and quality by revamping procedures and monitoring strategies.
- Implemented program changes to identify and quickly resolve root cause issues bottlenecking production levels.

Additional Experience

Person in Charge (PIC), Jimmy Johns – Winchester | Blacksburg, VA
Maintenance Technician, RPS Composite – Front Royal, VA
Camp Consoler, Boy Scouts of America, Gore, VA

May 2017 – Feb 2020
May – Aug 2014 & 2015
Jun – Aug 2010, 2011, and 2012

Education

Master of Science in Computer Science Old Dominion University, Northfolk, VA, in Progress
Bachelor of Science in Computer Science Old Dominion University, Northfolk, VA, August 2022
Bachelor of Science in Physics & Astronomy, Virginia Polytechnic Institute & State University, Blacksburg, VA, May, 2020

Honor & Awards

Earned BSA Eagle Scout Rank – Oct 2014
Attended “National Youth Leadership State Conference” – 2011
Achieved Academic Excellence in all years of High School – 2011 to 2014
Awarded Membership into the National Society of High School Scholars – 2014
Received the Presidents Education Award – 2014