

DANIEL L. CONFORD

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Summary

Experienced Production Manager with strong **Technical Service** background and 6+ Years in **Quality Control**. Skills in PLC/HMI systems and PC repair. Former Jr. Programmer/Data Center Mgr. and Current LaunchCode student. Experience managing all phases of product life-cycle, from inception through installation. Proven success in directing repair and equipment assembly operations, overseeing continuous improvement programs, and streamlining processes. Implemented lean manufacturing tools, such as Kaizen, to enhance product performance, improve yield, increase workflow effectiveness. Diagnosed technical problems and offered solutions to significantly reduce costs. Proven hands-on learner; led assembly teams, served as repair/troubleshooting specialist, performed field installs, training and repairs.

PROFESSIONAL EXPERIENCE

STERIS/IMS (*Formerly Life Systems and Spectrum Surgical*) Chesterfield, MO

2012–2019

QC Inspector/ Repair Evaluator

Flexible endoscope repair division of medical equipment repair Corp. Diagnose inbound scopes, test for issues; write up repair codes to give to techs. QC outbound repaired scopes for full function, test image, electronic and mechanical function. Clean and Prep for shipping. Occasional field service (set up and install of scope processor).

RANKEN TECHNICAL COLLEGE, St. Louis, MO

2010–2011

Student/Trainee

Two year Certificate in Control Systems Technology. Studied electrical theory (AC/DC) and calculations; electronics and TTL logic; Electric Code and wiring. Specialized modules in ladder logic; PLC communications; instrumentation calibration; PID and control loop tuning. Interacted with a variety of controllers, PLC's, VFD's and sensors (Pressure, Temp, Level, etc.). Designed and built sample pump and level control stations with Wonderware HMI interface.

EMPTY NEST MOVING SERVICES, St. Louis, MO

2009–2010

Owner/Manager

Coordinated client moves to retirement/assisted care communities. Point of contact for family members, movers, contractors. Utilized strong communication, organization and interpersonal skills to keep all parties on strict time schedule.

LEICA BIOSYSTEMS ST. LOUIS LLC (*Formerly McCormick Scientific and Instrumedics Inc.*) **2003–2008**

Instrument Planner / Tech Support, St. Louis, MO, 2008

Supported patented histological product line used in medical research and clinical settings. Supervised nine employees and facilitated bi-weekly meetings with transition partners from North America, Australia, Germany, and England to discuss system/product integration proposals. Conducted training sessions to educate service technicians on revamped product lines.

- **Improved yield 12% plus** by utilizing Lean Six Sigma methodologies and Value Stream Mapping process to create best workflow in manufacturing and slide assembly areas.
- Standardized production methods and incorporated solvent/ultrasonic cleaning into pre-treatment step; **led to reduction of dust, primary cause of product defects, and 4% yield improvement.**
- **Developed SAP system to track repairs accurately and provide structure** to modify exact service price based on average; also helped customer representative (CSR) efforts to comply with corporate equal pricing directives.
- **Supervised** Vibratome (Vibrating microtome) assembly and repair; supervised MyNeurolab and Instrumedics product lines.

Production / Technical Service Manager, St. Louis, MO, 2007–2008

Supervised assembly and technical staff; delegated tasks to maximize production output, decrease turnaround time, and resolve customer complaints. Oversaw key product lines and helped sales team achieve monthly production goals by manufacturing all ordered units. Coordinated customer response and product repairs. Led weekly production meetings, reviewed daily orders, handled parts supply issues, and generated non-conforming material reports (NCMRs).

Technical Service Manager, St. Louis, MO, 2006–2007

Oversaw five-month complex physical move from Instrumedics, Inc. in New Jersey to McCormick Scientific in Missouri. Supervised slide assembly staff members and all repair technicians. Helped develop Bill of Material (BOM) for all products; procured items needed for continued production and trained personnel on manufacturing methods as well as overseeing customer relations.

Product Manager, Hackensack, NJ, 2003–2006

Provided on-site installation and training at customer labs; offered ongoing service for products. Conducted product demonstrations at trade shows. Assembled and quality-tested all units prior to shipment, launching comprehensive quality assurance (QA) program. Oversaw warehouse inventory management, including creating standardized shipping procedures and parts and supply lists. Updated company website and customer database.

INTRASOURCE, LLC, Englewood Cliffs, NJ**1999–2002****Data Center Manager, 2001–2002**

Coordinated workflow in high-volume Direct Marketing Service Bureau. Supervised shipping associates and programming personnel. Conducted data review sessions for all new files. Consulted with CSRs, clients, and programmers to finalize structural/format decisions. Maintained database to allow for ease of tracking job progress. Directed quarterly update of Experian database and completed data processing tasks for key clients.

Data Processor / Junior Programmer, 1999–2001

Utilized variety of programming tools to standardize/cleanse/maintain client mailing files. Created translation programs, analyzed data construction, and developed standards for new client files. Served as tape media specialist; supervised uploads/downloads, debugging, and translation of media. Enhancement assignments for major clients.

D. N. F. FASHIONS INC., Jersey City, NJ**1993–1998****Plant Manager**

Managed all plant operations at high-volume garment production facility with weekly output of 60,000 units. Supervised lay-up and fabric cutting of all units. Designed floor plan for new 20,000 square-foot warehouse and cutting operation. Provided oversight to electronic data interchange (EDI), cutting room, and shipping/receiving departments. Collected QC samples, coordinated delivery schedules, and examined item deliveries, including piece goods, finished products, and raw materials. Prepared labels, releases, and B/Ls. Managed two dozen employees and monitored inventory. Oversaw physical maintenance of plant.

- **Maintained year-to-year average of 97% completed shipments.**
- **Generated \$8M in sales** through EDI program, **improving workflow, increasing retention, and enabling effective utilization of fixed costs.**

Prior to 1993, various supervisorial and management positions within the garment and clothing industry.

EDUCATION/CERTIFICATIONS

Control Systems Technology, Ranken Technical College, St. Louis, MO, 2011

A+ Certification, CompTIA, St. Louis, MO, 2010

Business Programming Certificate, Dover Business College, Paramus, NJ, 1999

B.A. in Geology and Social Anthropology, Oberlin College, Oberlin, OH, 1987