

JOE M. GOMES

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EXECUTIVE SUMMARY

Engaging Operations Executive providing fiscal, strategic and operational leadership in uniquely challenging situations

Operations executive with proven expertise in establishing goals, measuring results, and motivating personnel. Passionate about management and the technology levers for achieving success. An extensive knowledge of operations, channel strategy & initiatives, process, and equipment, with significant experience in European business activities. Fluent in Portuguese and an excellent understanding of European, North American and South American cultures.

Expertise encompasses

- P&L Responsibility
- Team Building and Team Leadership
- Customer Relationship Management
- Strategy, Vision and Mission Planning
- Merger and Acquisition Activities & JV's
- Risk Assessment and Mitigation
- Channel & Distribution Management
- Program, Services and Products
- Sales and Market Leadership
- Operations
- Finance, Budgeting and Cost Management
- Sourcing & Supply chain management

PROFESSIONAL EXPERIENCE

TLD Aerospace,
Windsor Locks, CT

2011 – 2012

Program Manager,

Develop and direct the implementation of goals, objectives, policies, procedures and work standards.

- Monitor and direct day-to-day operations
- Plan, organize, administer, review and evaluate work of subordinates' professional, technical, support and operational staff.
- Communicated daily with customer on products and services and reached highest market feedback.

UNITED TECHNOLOGIES CORPORATION, HAMILTON SUNDSTRAND,
Windsor Locks, CT

2007 – 2011

Manager Business Processes / Program Manager,

Improved Program Office business processes to reduce costs and create repeatable procedures for entire organization and directed strategic planning and development activities for systems on new aircrafts. Led global team supporting customers' requirements for on-time products with highest quality and improved market feedback by over 20%.

- Focused on the implementation of common Program Management standards to create greater customer value and business excellence. Improved quality, engineering effectiveness, financial performance guidelines, risk mitigation, gated process, communication and saved time.
- Updated new company wide training material and procedures. Improved metrics for complete program to meet ACE objectives, including delivery, milestones, customer scorecard and revenue.
- Steering committee for ACE (achieving competitive excellence) developed strategic and tactical approach to reach silver performance for division.
- Improved communication of ongoing business process excellence throughout organization which improved morale by aligning customer needs with work performed by associates.
- Developed national and international training initiatives and curriculum and increased productivity.
- Reduced labor expense by 30% by outsourcing not-value-added-related work.
- Development of supplier and sales scorecard / dashboard to monitor performance and provide continuous improvement.

UNITED TECHNOLOGIES CORPORATION, HAMILTON SUNDSTRAND (Continued)

- Served as voice of customer throughout process, which included pricing, approvals & reviews, monitoring, analysis and technical & non-technical solutions.
- Development of tools which improved budgets for costs and schedules by 20%.
- Support and guide sales force to increase market share for current customers and gains against our competitor's product, increasing our market share by 20%.
- Lowered costs by over 10% by improving efficiencies with project engineering team.
- Guided preparation and outcome of strategic presentation material for variety of audiences.
- Enforced line of balance initiative to improve delivery by 15%.

VOITH AG, Springfield, MA**1998 – 2007****General Manager / Managing Director**

Managed all operational functions, including marketing, engineering, manufacturing, finance / administrative services, and channel & distribution programs.

- Improved profitability by 20% in less than one year by establishing new initiatives to grow our aftermarket revenues (parts and service) with increased marketing effort and increased communication with customers.
- Acted as point of contact for customers, business development representatives and sales outlets for internal & external resolution and enhanced communication initiatives.
- Executed and responsible for decision of sales channels, market representation and marketing programs with discount levels, trade-up for new products, co-op advertising programs, point of sale displays at trade shows and outlets.
- Enabled team of sales and service experts to target new accounts by increasing product awareness and improve market penetration with existing accounts with emphasis on channel performance, territory performance which included monitoring our customers' needs.
- Created all marketing and advertising material development, including new company website, company brochures and magazine advertisements.
- Implemented complete short term and long term strategies to increase manufacturing efficiencies with new flow of product, improved corporate image, development of new products, increased return on investments, improved quality and reduced costs while increasing sales.
- Managed sales support including applications, estimating, and proposals improving bi-lateral communication and streamlining our processes.
- Initiated contract development, performance guarantees, and negotiating strategy.
- Coordinated activities to identify acquisition activities to increase exposure and market share.

EDUCATION

MBA, Western New England College, Springfield, MA, 2011

BS, Management, Western New England College, Springfield, MA

ACE (Achieving Competitive Excellence) - Lean Six-Sigma

Advanced Microsoft Office

PROFESSIONAL AFFILIATIONS

Technical Association Pulp and Paper Industry (TAPPI)

Pulp and Paper Technical Association of Canada (PAPTAC)

Paper Industry Management Association (PIMA)

LANGUAGES

Fluent Portuguese and English and familiar with Spanish