

ERIC DUFOUR

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PROFESSIONAL SUMMARY

Visionary and results-driven former U.S. Air Force Officer with 23 years of experience in high-stakes operational environments, transitioning to a full-time civilian role. Expertise spans Executive Leadership, Complex Program Management, and Technical Operations. Proven success in strategic planning, human capital management, and technical training for large, multi-site organizations. Leveraging recent experience in Agile/Scrum methodologies and Process Consulting to drive digital transformation and operational efficiency in the corporate sector. Security Clearance: TS/SCI

CORE COMPETENCIES & AREAS OF EXPERTISE

Strategic Operations & Project Management (10 Years)

- Strategic Planning & Scheduling: Developed and executed long-range strategic plans for a \$70M flight-hour program, ensuring organizational alignment with national defense priorities.
- Fiscal Management: Directed resource allocation and budget planning for departments managing up to \$50M in equipment and assets with a focus on maximizing system uptime and personnel readiness.
- Risk Management: Conducted predictive data analytics to identify future operational risks and proactively shaped workforce readiness, mitigating impacts on mission-critical delivery.
- Human Capital: Led, mentored, and developed diverse teams of up to 300 personnel through high-tempo operational demands.

Technical Training & Curriculum Development (8 Years)

- Technical Instruction: Delivered 3,000+ hours of advanced technical training, certifying technicians in complex avionics systems fundamentals, troubleshooting, and theory.
- Curriculum Design: Designed, developed, and refined dynamic curriculum, lesson plans, and practical labs to strengthen comprehension and technical proficiency for operational leaders
- Performance Management: Utilized coaching and assessments to mentor and evaluate trainees, ensuring 100% readiness to maintain mission-critical systems under strict regulatory compliance.

Technical Operations & Systems Reliability (10 Years)

- Avionics Maintenance: Maintained and troubleshooted critical avionics, navigation, and flight control systems, achieving a consistent 97% system uptime rate across all assigned platforms.
- Quality Assurance (QA): Established and enforced adherence to strict technical standards and safety procedures, safeguarding \$25M+ in equipment and ensuring zero organizational non-compliance penalties.
- Process Improvement: Redesigned manpower allocation processes, reducing staff shortages by 10% and increasing departmental efficiency by 25% through enterprise data analysis and process optimization.

PROFESSIONAL EXPERIENCE

Business Process Consultant | USAA – Payments and Digital Banking (Aug 2025 - Current)

- Supports senior product initiatives within Payments and Digital Banking, contributing to enhanced business system functionalities and digital transformation.
- Applies Agile methodology, Scrum, and SAFe frameworks using tools like Jira and Clarity; actively participates in backlog refinement and roadmap testing to ensure high-quality product delivery.
- Collaborates cross-functionally with technical, compliance, and User Experience (UX) teams to refine business requirements and identify internal stakeholder needs.
- Focuses on gaining exposure to financial process engineering and user story development within a regulated financial technology environment.

Operations Lead / Senior Program & Data Analyst – U.S. Air Force (Sep 2022 – Aug 2025)

- Functioned as a key advisor and operations lead for a 600+ personnel fifth-generation aircraft maintenance organization, utilizing data analysis to inform strategic decision-making and workforce planning.
- Developed enterprise data processes and metrics that increased departmental efficiency by 25% across multiple functional areas.
- Conducted predictive analytics to manage personnel assignments and training requirements, shaping the group's future readiness profile.

Chief Instructor / Instructional Designer – U.S. Air Force (Jul 2019 – Sep 2022)

(Details incorporated into the "Technical Training & Curriculum Development" Core Competency section above.)

Operations Manager – U.S. Air Force (Jan 2016 – Jul 2019)

(Details incorporated into the "Strategic Operations & Project Management" Core Competency section above.)

Technical Training Instructor – U.S. Air Force (Jan 2012 – Jan 2016)

(Details incorporated into the "Technical Training & Curriculum Development" Core Competency section above.)

Avionics Technician – U.S. Air Force (Oct 2002 – Jan 2012)

(Details incorporated into the "Technical Operations & Systems Reliability" Core Competency section above.)

EDUCATION & CERTIFICATIONS

- Liberty University – Masters of Executive Leadership (May 2018)
- Park University – Bachelors of Business Administration (May 2014)

CERTIFICATIONS

- Certified Scrum Master (SAFe)
- Generative AI Certified (Pyramid Consulting)
- Google Data Analytics Professional Certificate