

ERIC DUFOUR

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Visit my digital portfolio - <https://ericdu4.github.io/>

PROFESSIONAL SUMMARY

Senior operations and program leader with 23 years of proven experience optimizing high-stakes technical operations for the U.S. Air Force and financial services sector. Expert in leveraging data analytics and continuous improvement methodologies to drive efficiency, reduce downtime, and manage complex, multi-million-dollar programs. Adept at leading and developing large, diverse technical teams (300+) in fast-paced, 24/7 environments.

Security Clearance: Active TS/SCI

CORE COMPETENCIES

Strategic Planning & Execution | Operations & Program Management | Data Analysis & Predictive Analytics | Continuous Improvement (CI) | Process Optimization & Redesign | Instructional Design & Curriculum Development | Change Management | LMS-Administration | Agile, Scrum & SAFe Methodologies | Asset Management & Logistics | Regulatory Compliance & Quality Assurance | Budget & Resource Management

PROFESSIONAL EXPERIENCE

Business Process Consultant | USAA San Antonio, TX (Aug 2025 – Current)

- Consulted with digital product development teams, optimizing delivery timelines by identifying meeting inefficiencies and applying theory of constraints methodologies to work in process.
- Applied Agile methodology, Scrum, and SAFe frameworks using tools like Jira to refine business requirements and contribute to enhanced business system functionalities and digital transformation.

Director of Operations | U.S. Air Force (Sep 2022 – Aug 2025)

Served as the senior executive (Chief Operating Officer equivalent) for two distinct organizations, leading a combined 300+ personnel in a 24/7 industrial and flight-line maintenance enterprise.

- Directed all operational, logistical, and maintenance activities, holding ultimate responsibility for the readiness and asset availability of 27 aircraft and associated support equipment valued at over \$50M+.
- Presented actionable recommendations and predictive failure analysis to senior leadership, resulting in a 37% increase in fleet availability and a 24% reduction in unscheduled downtime.
- Led the end-to-end industrial core "back-shop", overseeing all component-level repair, avionics, propulsion, fabrication, and munitions operations to optimize the component repair pipeline.
- Directed the high-tempo "flight-line" operation, executing all daily maintenance and "sortie generation" schedules to deliver mission-ready aircraft.
- Spearheaded the development of a proactive, data-driven maintenance schedule, optimizing the allocation of 367 personnel and equipment to enhance long-term fleet health and mission capability.

Chief Instructor, Air Force Logistics Officer School (Jul 2019 – Sep 2022)

Competitive, career-broadening assignment to lead, train, and develop the next generation of Air Force logistics and maintenance officers.

- Served as Senior Program Manager for a major curriculum overhaul, transforming the graduate-level Maintenance Officer Course from a traditional lecture model to a student-centric, competency-based framework.
- Managed all aspects of program and curriculum design, instructor development, and stakeholder engagement for the foundational training program.
- Led and mentored a team of 13 senior instructors, managing professional development, scheduling, and evaluation for 260 students annually.
- Implemented CI-Driven methodologies to redesign manpower allocation for instructor staff, reducing administrative shortages by 10% and increasing departmental efficiency by 25%.

Senior Operations Manager | U.S. Air Force (Dec 2015 – Jul 2019)

- Directed all maintenance operations for a 147-person Aircraft Maintenance Unit, holding ultimate responsibility for the readiness, safety, and configuration of 16 aircraft valued at over \$160M.
- Directed the Production Control and Planning cell, analyzing complex maintenance data and historical failure trends to perform root-cause analysis, identify systemic fleet-wide issues, and set all maintenance schedules.
- Orchestrated complex daily, weekly, and monthly work schedules, balancing workforce availability and skill certifications with dynamic operational requirements to ensure 100% mission coverage.
- Led all daily production meetings, coordinating with logistics, operations, and support functions to prioritize maintenance tasks, resolve resource conflicts, and drive mission execution.

Avionics Technician & Technical Instructor | U.S. Air Force (Oct 2002 – Dec 2015)

- As an Avionics Technician, maintained and troubleshooted critical avionics and flight control systems, utilizing technical expertise to ensure effective and timely resolution of unplanned maintenance.
- As a Technical Instructor, delivered 3,000+ hours of advanced technical training, certifying hundreds of technicians in complex troubleshooting, theory, and operational leadership.

EDUCATION

- Master of Arts, Executive Leadership | Liberty University (May 2018)
- Bachelor of Science, Business Administration | Park University (May 2014)

CERTIFICATIONS

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