

ERIC DUFOUR

(940) 249-2236 | edufour249@gmail.com | Wichita Falls, TX | www.linkedin.com/in/eric-b-dufour
Visit my digital portfolio - <https://ericdu4.github.io/>

PROFESSIONAL SUMMARY

A **23-year technical veteran and leader** adept at optimizing high-stakes operations. Skilled in applying **CI methodologies** to drive efficiency and reduce downtime, utilizing **data analysis** and **instructional design** to solve complex challenges. Proven expert in technical team development and ensuring comprehensive regulatory compliance.

Security Clearance: TS/SCI

CORE COMPETENCIES & AREAS OF EXPERTISE

1. Strategic Leadership & Project Management (10+ Years)

- **Strategic Transition & Program Management:** Led the high-stakes, multi-million-dollar transition from legacy platforms to Fifth-Generation aircraft, navigating countless technical and operational unknowns to ensure mission readiness.
- **Project and Operations Oversight:** Directed resource allocation and budget planning for departments managing up to \$50M+ in equipment, consistently achieving a 97% system uptime rate across assigned platforms.
- **Operational Optimization:** Implemented **CI-Driven** methodologies to redesign manpower allocation, reducing staff shortages by 10% and increasing departmental efficiency by 25%.
- **Preventative Maintenance (PM):** Established and enforced strict technical and safety standards, safeguarding \$25M+ in equipment and ensuring zero organizational non-compliance penalties (analogous to FAA requirements).
- **Team Leadership & Mentoring:** Led, mentored, and developed diverse technical teams of up to 300 personnel through high-tempo operational demands, ensuring proficiency and readiness.

2. Data Analysis & Executive Communication (10+ Years)

- **Performance Monitoring & Prediction:** Conducted predictive analytics on workforce and operational data (quality, capacity, training) to manage personnel assignments and shape the group's future readiness profile.
- **Enterprise Data Utilization:** Leveraged enterprise data analysis to identify bottlenecks and inform process optimization that drove significant efficiency gains (e.g., the 25% departmental increase mentioned above).
- **System Uptime & Resolution:** Maintained and troubleshooted critical avionics and flight control systems, utilizing technical expertise to ensure effective and timely resolution of unplanned maintenance activity and minimal downtime.
- **Executive Briefing:** Expertly delivers qualitative and quantitative information to senior leaders to data-driven decision-making.

3. Technical Instructional Design & Training (8 Years)

- **Strategic Curriculum Redesign:** Chief design role in the large-scale transformation of three Air Force officer training pipelines. Re-engineered curriculum from knowledge-based to a student-centric, core-competency model, integrating distance learning and practical labs to improve officer readiness and critical thinking skills

- **Advanced Technical Instruction:** Delivered 6,000+ hours of advanced technical training, certifying technicians and leaders in complex technical fundamentals, troubleshooting, theory, operational leadership, continuous improvement methodologies, and briefing.
- **Performance Management:** Utilized coaching and assessments to mentor and evaluate trainees, ensuring 100% readiness to maintain mission-critical systems under strict regulatory compliance.

PROFESSIONAL EXPERIENCE

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

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

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.

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

- Managed personnel, budget, and logistical support for a large operational unit, directly contributing to product output objectives, quality requirements, and daily customer requirements.
- Directed resource allocation and fiscal management for a \$70M program, ensuring organizational alignment and financial objectives were met.

Additional relevant experience in Technical Training Instructor (2012–2016), Chief Instructor (2019–2022), and Avionics Technician (2002–2012) is detailed in the Core Competencies section.

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