

# ERIC DUFOUR

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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