**Jonathan Patneau**

EXPERIENCE

SNAPSHOT

INDUSTRY EXPERTISE

* Project Management
* Customer Service
* Leadership
* Logistics
* Business Analyst

TECHNICAL SPECIALIZATIONS

* Project Manager
* Process Development
* Business Analyst
* Key Performance Indicator Development
* Excel
* Microsoft Office

Key Skills

* Communication
* Multi-Task
* Leadership
* Execution
* Organization

**EDUCATION**

## Northern Illinois University, DeKalb, Illinois

## BACHELOR OF SCIENCE DEGREE, 2007, Business Management

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**Executive Summary**

Leader and project manager with experience in customer service and operations seeking a challenging position with potential for growth and advancement. Looking to provide a company with demonstrated expertise in leading cross departmental teams, managing projects, thinking analytically, and ability to communicate with customers and management clearly and effectively.

* 10 years of successful project management and leadership experience with a reputation for meeting the most challenging projects and assignments.
* Attention to detail as well as drive, tenacity, creativity and flexibility that comes with working in very demanding, high stress and detail oriented environments.
* A highly-resourceful self-starter with the ability to learn and adapt quickly. Experienced working with customers and meeting customer needs.

**Key Contributions**

* Responsible for new customer integration into the facilities operational tempo. Worked with customers to meet their specific requirements and modified operations to meet each customer’s needs.
* Responsible for a team of 80 Union and non-union employees meeting daily production requirements and de-conflicting new project integration with current manpower, scheduling, and budget constraints.
* Provided support and solutions for 35 different customers within the terminal. Provided support to customers and resolved issues. Resolving a $3 Million-dollar contract issue and bringing the operations back on track and generating positive earnings.
* Developed and tracked Key Performance Indicators with and for the Operational Team. Working with customers to define requirements and measurable goals for tracking and measuring performance.
* Served in the Marine Corps as a Communication Officer, responsible for the IT support for a Regiment of 2,000 Marines. Provided customer support for computer related issues, developed communication infrastructure to support unit exercises, and was the principle liaison explaining network and software assets available to customers.
* The principle project manager for two military detachments to Norway and Korea. Oversaw the voice and data network development, coordinated transportation oversees, and ensured equipment and network architecture were compliant with host country regulations. Ensured each project remained within a tight timeline and stayed within budget.
* Oversaw 3 Government contracts while deployed in Afghanistan as the Contracting Officer’s Representative. Ensured the contracted company met each requirement within the contract and assisted with resolution of contract adjustments and evaluated contractor performance through inspections.

**CAREER HISTORY**

Kinder Morgan Energy Partners, 2017 - Present

Terminal Superintendent: Responsible for the operational performance for a Terminal of 100 employees, with 4 direct reports, 46 Union Members and over 60 customers. Tracked and maintained an operational budget, ensured excellent customer service and provided tracks for improvements within the Terminal.

* Created a tracking system to improve overtime tracking. The new system ensures accurate forecasting for overtime and allows for better oversight.
* Oversaw the new training program and tracking that has reached 100% completion within the company’s timelines.
* Designed a new ethanol expansion idea that could allow for 160,000 barrels of added storage and increased revenue for the Terminal.
* Oversaw RMP program for the Terminal and assisted with PSM for new product in the facility.
* Successfully re-established lock out tag out program for the terminal and received zero audit findings during corporate audit.

Kinder Morgan Energy Partners, 2014 - 2017

Assistant Superintendent Chemicals: Responsible for the operational performance of 5 front line supervisors and 46 union operators to meet daily customer production requirements and unique customer requirements. Maintained the operational budget, provided customer service to 25 chemical customers, and provided Data analyses through Key Performance Indicators for the customer and management team.

* Oversaw the new integration of 15 customers into the facility and adapted operations to meet their needs. Provided service support for each customer coordinating projects around customer’s logistics schedules and fulfillment requirements.
* Coordinated in advance daily, weekly, and monthly scheduling and planning for operations. Scheduling daily work load of rail car throughput, truck throughput, barge throughput, pipeline movements, and special projects. Enabled daily, weekly, monthly, and yearly goals to be met with limited manpower and resources.
* Developed and tracked Key Performance Indicators throughout the Terminal to improve operations and customer support. Provided root cause analyst for any incidents within the Terminal.
* Assist Engineering department with project integration with operations team. Assisted with project development, personnel support, terminal risk analysis, and budgeting and cost control. Assisted with project deadlines and ensuring timelines were kept and maintained.
* Lead and managed the Emergency Response Team for the Facility, trained in 1081 Exterior Firefighting and developed a 14 man team from scratch building training requirements, managing budgets, and ensuring equipment and response standards were met.

United States Marine Corps, 2007 - 2014

Captain: Successfully served in management and project management roles, including contract management. Participated in major military operations providing communication, planning, design, and implementation. Led two Headquarter Companies and was responsible for promoting teamwork and dealing with personnel issues for 200 members.

* As a Regimental Communications Officer, provided support to a Regiment of 2000 personnel for all Information Technology needs, managing a helpdesk of 34 Marines, and providing project management support for field exercises requiring equipment, personnel, transportation, and network architecture support. As a Company Commander, was responsible for the success and failure of two units, composed of 200 personnel each. Provided overall leadership and strategic direction for each unit. Provided guidance and direction and took upper management’s requirements and turned them into actionable goals for the unit.

**Business and Technical Training Skills**

* **Microsoft Office, Advanced Use with Excel (pivot tables and graphing)**