

Highly skilled professional with 15+ year track record of maximizing production, managing employees, improving processes and excelling in customer relations.

EXPERIENCE

- 2021 **Oilnet Laboratories, Houston, TX.**
Consultant
- Created CT Scan procedures and scanning protocols for plug and steady state scanning of plug samples.
 - Developed custom app for measuring Dicom images using HTML, CSS, JavaScript, Python, Cornerstone Tools, Pydicom, Orthanc server, ChartJs, and Tailwind CSS.
 - Developed Photoshop plugin for processing CT scans into reports, using Adobe UXP API.
- Integrated Geosciences Laboratories, Houston, TX.**
Consultant
- Set up photographic system to photograph environmental cores, under visible and ultraviolet light spectrums.
 - Trained lab employees how to photograph and process images into reports for client using Adobe Photoshop.
- 2008-2019 **PTS Laboratories, Houston, TX**
Imaging Production Supervisor
- Managed overall imaging operations of the petroleum testing and environmental laboratory.
 - Trained employees on new systems and procedures per client testing methods.
 - Operated non-destructive scanning for identifying defects, damage or irregularities of packer elements and slugs using Universal Systems HD-350 CT Scanner.
 - Responsible for quality reporting for all aspects in compliance with Schlumberger Spec CMNS-13.
 - Created SOP's and training manuals to standardize testing procedures.
 - Managed CT Scan procedure, which involved working directly with client to determine best procedures for most effective results in the shortest turnaround time, either processing the sample personally or overseeing the process, and running Quality Control procedures.
 - Supervised Digital Core Photography of Cryogenically Preserved Core, including prepping and photography under white and ultraviolet light.
 - Processed and retouched images using Adobe Photoshop and Adobe Bridge.
 - Responsible for simultaneously managing multiple projects in different stages of completion.
 - Successfully increased efficiency and quality in core photography by implementing color calibration protocols and efficient use of Photoshop and Bridge.
 - Used Photoshop and Illustrator to produce business cards, brochures and stationery, and to prepare graphics for website.
- 2001-2008 **Lifetouch , Multiple Locations**
Retail Manager
- Managed regional operations of retail portrait studios, covering 10-15 locations throughout the Western United States.
 - Responsibilities included sales, recruiting, interviewing, employee training and scheduling.
 - Performed weekly reviews, established sales targets and monitored individual/team performances.
 - Successfully instigated alternative performance plans, resulting in increased revenue and profits.
 - Utilized KPIs including sales average and participation rates, P&L statements and budgets.
- 2000-2001 **Mediacom**
Technical Support
- Resolved internet service cases to create customer satisfaction and retention.
 - Communicated with clients daily to identify and resolve internet service issues.
 - Escalated cases requiring Tier II support while updating customers on case status.