

OPERATIONS MANAGER

Objective

Results-oriented Manager who thrives in fast-paced and competitive environments. Brings strong presentation, analytical and problem solving skills. Adaptable Operations Manager talented at managing dynamic and cross-functional teams around the globe. Over 15 years of progressive management experience in Management and Manufacturing Operations. Customer-focused [Job Title] successful in [Skill set] and [Skill set]. Quality-oriented and proactive in resolving issues with exceptional organizational and communication skills.

Areas of Expertise

- Lean Six Sigma
- Change Management
- Continuous Improvement
- Supply Chain Management
- Value Stream Management
- P&L Management
- Budget Planning
- Leadership Development
- 5S, Kaizen, TPM

Accomplishments

Planned, directed, coordinated and assigned manpower to efficiently meet production requirements.

Contributed to an annual 25% increase in productivity through improvements in operations, quality, safety and administration.

Created critical KPIs to track and improve on-time delivery, customer issues and safety statistics.

Cut inventory by more than half and improved on-time delivery to [Number]% by [Action taken].

Project Management

Supervised project production efforts to ensure projects were completed to company standards, on time and within budget constraints.

Experience

Operations Manager

August 2011 to July 2016 First Watch Restaurants 1/4 Estero, FL

- Managed the day to day business for the 3M Fulfillment Center operations for the Department of Revenue MVD.
- Managed the daily operations for a \$10MM remote manufacturing site 1200 miles from next level management and corporate support resources generating \$8MM in total revenue.
- Represented 3M Company as the single business interface to the Georgia Department of Revenue MVD for any change in SLA (Service Level Agreement), production volume, supply chain requirements, etc.
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- Managed the very complex and challenging supply chain and inventory management operation that ensured production optimization and process efficiencies aligned with operating plan and company guidelines.
- Prioritized production schedules and major LSS projects to ensure efficiencies are maximized and quality finished goods are completed and delivered on time.
- Motivated 10 direct reports to perform at or above production goals resulting in the continuous attainment of desired business metrics (factory cost, absorption rate, safety, productivity) and financial goals.
- Coordinated resources with 3M IT, maintenance, engineering, technical, resource recovery, transportation, procurement, sourcing, and safety to sustain operational continuity and effectiveness.
- Championed a cross functional team to provide needed upgrades and improved features for the 3M Inventory Management System (IMS) software to enhance the features used to manage and control inventory at the county tag office's resulting in a 25% increase in production efficiency.
- Executed the hiring of all contingent workers and support staff to provide sufficient headcount for the business operations.
- Provided quality customer service to the 159 county tag offices in the State of Georgia for all MVD credentials.
- Coordinated with 3M technical services, engineering services and transportation services to manage the facility build-out; to include the design of warehouse, placement of equipment and layout of the work cells.
- Authored manufacturing work instructions for all processes used at the 3M Fulfillment center.
- Developed 3M Quality Management System (QMS) for GA Fulfillment Center RFS to ensure ISO certification.
- Provided EHS oversight, review, and testing of site to ensure corporate and OSHA compliance with ZERO lost time or work hours for 4 consecutive years.
- Serve as 3M liaison to the State of Georgia, Department of Revenue, Motor Vehicle Division to provide guidance and support.

Site Operations Manager

July 2009 to June 2011 Weyerhaeuser Company 1/4 Stockton, CA

- Managed daily operations and financial performance of 25 vehicle, solid waste hauling facility while maximizing revenue and sustaining maximum productivity within three parishes.
- Responsible for \$3MM business plan ensuring quality customer service to meet contractual obligations.
- Motivated and directed 30 employees to provide unparalleled customer service to contractual municipalities, agencies.
- Initiated focused PM (Preventative Maintenance) plan, resulting in 65% reduction in mechanical failures and 5% increase in productivity.

Operations Route Manager

July 2006 to May 2009 3M Companies 1/4 Park Rapids, MN

- Managed residential and commercial solid waste & recycling routes and monitored daily driver/laborer performance.
- Established and maintained clean, safe work environment in compliance with Company and OSHA standards.
- Consistently met all key metric goals, including productivity, labor costs, efficiency, CSI, TRIR, and HARR.
- Continuously improved routing zones to increase efficiency and productivity by evaluating driving time, distance, and volume of solid waste and recyclables resulting in 2-5% favorable improvement year over year.
- Developed new payroll calculator to improve productivity, minimize safety occurrences, and improve customer service, resulting in 2.5% reduction in labor dollars, MPUs (Missed Pick Ups from 5 to 1/week), and improved productivity by an average of 2% per week under normal conditions.
- Provided on-site IT support due to limited resources from Market Area to avoid interruptions in daily operational support activities that were instrumental to the business unit's bottom line.

Manufacturing Supervisor

June 2002 to January 2005 CORDIS Corp - A Johnson & Johnson Company 1/4 City , STATE

- Managed the manufacturing operations of all plastic compound resins and all air and wire mandrel extruded plastic components for all lines of interventional cardiovascular, endovascular, and neurovascular stent delivery systems.
- Motivated 51 non-exempt associates in 3 departments to consistently attain 99-100% of weekly objectives.
- Fostered a positive, objective-oriented, and continuous feedback work environment that resulted in 45 associates posting perfect attendance records in 2003 and 2004, and 3 associates promoted to Group/Team leader positions.
- Consistently met or improved KPIs, including productivity, absorption rates, lead time adherence, cycle time performance, percentage of first pass quality control, utilization and throughput rates.
- Completed Six Sigma/Lean Manufacturing projects, resulting in \$2M savings (FY 2003), reduction of redundant/extraneous process activities, headcount, cycle times, work-in-process levels and increased throughputs.

Education and Training

Master of Science : Engineering Management , 2006 Florida International University 1/4 City , State

BBA : Risk Management & Insurance , 1998 Georgia State University 1/4 City , State

United States Army Sergeant (E-5) 1985 to 1992 USA

Skills

Army, Budget Planning, business operations, business plan, calculator, Change Management, Continuous Improvement, customer service, delivery, driving, features, financial, functional, hiring, IMS, inventory management, inventory, ISO, IT support, layout, leadership, Team leader, Leadership Development, Lean Manufacturing, Market, mechanical, office, next, optimization, payroll, Pick, processes, procurement, Production Manager, quality, Quality Management, quality control, routing, safety, Six Sigma, Service Level Agreement, SLA, strategic, supply chain, Supply Chain Management, transportation, upgrades, vision