

PRODUCT SUPPORT DIVISION MANAGER

Executive Summary

Results-focused management professional offering 15 years of progressive leadership experience. Transforms high-potential staff into outstanding leaders who demonstrate the creativity and savvy that is critical to financial and operational success. Able to apply vast experience to any situation to identify the problem root cause and take initiatives toward resolution, process development and integration.

Core Qualifications

- Cross-functional team management
- Customer service focus
- Business Development
- Change management

Professional Experience

Product Support Division Manager

January 2014 to Current Centrica i¼ Oxfordshire

- Leader for Parts & Service in all aspects of division performance, profitability, and customer service.
- Focus on developing people and resources to grow and meet business plan, delivering revenue to our US corporate ownership.
- Provide direction for implementation of Caterpillar programs and initiatives, as well as growing technical service capability for the ever expanding product offerings.
- Lead the integration of advanced technology developed by CAT with our local and western customer base in the Oil & Gas, Mining, and Construction market segments.
- Ensure technical service capability within the organization to sell and service this new technology.
- Engage customer's to develop Parts & Service agreements that grow and expand Sakhalin Machinery offerings, as well as ensure customer satisfaction in all aspects of Product Support of Caterpillar products in the territory.

Territory Manager Service Engineer

January 2001 to January 2014 Caterpillar Inc i¼ City , STATE

- Program lead for Engine and Power Generation packages for the Drilling and Production Petroleum Market Lead the engineering team for Caterpillar's delivery of new dual fuel engine technology (diesel + natural gas) providing technical direction for controls system, performance and emissions specifications.
- Provide technical engineering requirements, program schedule, and budget management to deliver a combination of engines and generator set packages that exceeded the market requirements and provided a decisive competitive advantage over competitive systems directly impacting profit and revenue for this critical segment of the company.
- Product Support for Oil & Gas division Corporate representative to Caterpillar dealer network supporting all Petroleum products, with responsibility for commercial goodwill administration, growing the parts sales business, and dealer development in the Product Support area.
- Territory under management included the largest Petroleum dealers in the central US, including Texas, Oklahoma, Louisiana, and Arkansas.
- In addition to being the key factory contact for dealers, duties also included technical issue identification, applied failure analysis, and implementation of issue resolution to field population.
- for Transmission / Power Train components for Mining and Off-Highway equipment Provide worldwide technical support, troubleshooting and root cause identification for product and service issue.
- Additionally responsibilities included managing product warranty expenditures and achievement of component Reliability and Durability metrics.
- Provide leadership on several Six Sigma and CPI (Continuous Product Improvement) project to identify, resolve, and implement product improvements.
- Job duties expanded to managing the field follow program introducing transmissions into the Oil & Gas market, specifically the CAT Fracturing (Frac) and Well Service transmission products.
- Team Lead for Technology and Solution Division - Fuel System Test Engineering Group Product Development test group deliverables were component testing, performance evaluation, and design improvements for diesel fuel injectors, variable valve actuators, electronic controls, and measurement systems.
- Developed test standards and performance criteria which enable integration into engines for improved performance and emissions.
- Testing included system integration of all fuel system components and controls with simulated operation cycles.
- Instrumentation and measurements were developed to evaluate performance and quantify design changes and improvements for use in heavy duty on-highway emissions certified engines.
- Accomplishments: Successfully managed multi-million dollar Product Development program to delivery on time and on budget Technical representative for marketing and product introduction of Dynamic Gas Blending (dual fuel) technology Successful field testing and introduction of transmissions into the Oil & Gas market, which has become an industry leading product Developed process and tools for detecting emerging issues on field population through use of failure and warranty claims Automated test equipment to replicate cold testing process for fuel system components Led the Caterpillar Global Petroleum Organization's efforts in the area of Sustainable Development for three years.

Service Engineer

January 1998 to January 2000 Cummins Inc i¼ City , STATE

- for High Horse Power Engines, Fuel systems and Electronics Provided technical service and support to dealer network and engines operating in all industrial, mining, and marine applications ranging from 600 - 4000 horsepower.

- Acted as Lead engineer for failure analysis and quality assurance of all engine components such as pumps, injectors, pistons, turbos, crank shafts, and cylinder heads.
- Acted as field-test coordinator for newly developed components.
- Published and established new troubleshooting procedures for various field service components and engine with performance and application issues.
- Accomplishments: Developed field data collection procedure to allow for evaluating engine performance through data available via the engine's electronic control module eliminating travel for engineering resources Provide application and field data collection for use in Rapid Problem Solving teams Provide technical training for dealers and customer on new electronic engine products new to industrial applications.

Manufacturing Engineering (intern)

January 1995 to January 1997 Case New Holland Manufacturing Company 1/4 City , STATE

- Initiated the manufacturing process of production parts through an automated Nesting program incorporating piece parts programs to CNC fabrication machines.
- Communicated with supervisors and machine operators to assure product quality and solve process problems.
- Accomplishments:.
- Measurable material savings and reduced material scrap reducing manufacturing costs.
- Completed time study on welding for tractor frames - results were input cost roll up for frame components.

Education

Bachelor of Science : Agricultural Engineering Mechanical Design Focus Computer Science North Dakota State University

Agricultural Engineering - Mechanical Design Focus

Certifications

Engine Performance, Combustion, and Emissions Training Diversity and Communications Training Customer Relationship Management (CRM) Training Applied Failure Analysis Primavera & MS Project Skills Business Management Training Natural Gas Engine Technology Training Leadership Skills Training Skills

Oil & Gas, Mining, and Industrial application expertise

Engineering and Design for complex engines and systems

Project Management

Marketing and Customer Service