

OPERATIONS MANAGER

Summary

Versatile manager seeking a position with a firm that would find benefit from a broad technical, operational and management background acquired primarily in the Aerospace and Defense industry, but easily transferable to any industry. Managed contracts valued at \$15M (cost plus) and staffs as many as 70. Proven history to exceed customer and corporate expectations, delivers high quality products and services, usually within budget. Performs well in all types of conditions from expected to the unexpected, from the self-paced to the fast-paced, from 40-hrs a week to what it takes to get the job done. Experienced with the needs and support of 24/7/365 shift operations, and management of sustainment Engineering and Operations. Prior Military, Veteran status with the United States Navy.

Work History

First Hospitality Group Inc

Docusign, Inc.

Experience

Operations Manager Jan 2013 to Jan 2015

First Hospitality Group Inc

- Manage a 24/7 staff of NOC operators, data analyst and vetting analyst at multiple locations to include shift schedules, training, hiring/termination, conducting performance evaluations, setting policy, enforcing policy, ensuring contract deliverables are met on time and within budget.
- Follow a rigorous Engineering Life Cycle from cradle to grave on all system software, hardware products.
- Coordinate across all departments daily in support of the Transportation Vetting mission to include all Systems technical support (SME, DBA, SA, NA, DA); Configuration Management/Mission Assurance Teams; Operations Team; Test Teams; Data Team and Development and Integration Teams for trouble ticket escalation process and outage restoration management.
- Support strategic planning and budgetary meetings at the senior management level.
- Document, evaluate, implement and measure process improvement to reduce outages and improve time to outage restoration.
- Participate and execute to the Risk Management Plan to include, but not limited to identification, initiation, planning, monitoring and mitigation of program risks.
- Develop/Review/Update/Deploy Standard Operating Procedures (SOPs) and Work Instructions.
- Participate and Lead in Technical Reviews Boards, Program Management Reviews, Design Reviews, Technical Interchange Meetings and other ad hoc reviews/meetings as required.

Project Manager / Ground Test Event Lead Jan 2009 to Jan 2013

NASA/DSN/DSOCC/JPL - ITT

- Directed and implemented Project Management lifecycle in support of System-Level Verification, Validation & Accreditation (VV&A) efforts.
- Utilized industry best practices, lessons learned and PMP approaches from PMBOK to assist with day-to-day operations, reporting, performance measurements & tracking and budget analysis via EVMS.
- Worked closely with cross-functional department managers (Engineering, IT, HR, Business and Finance, Facilities, Safety and Health, and Org Managers), inter & intra-governmental agencies, remote contractors, sub-contractors and third party vendors to achieve the completion of CDRL's (SLA's) and other deliverable items.
- Provided direction and guidance with business plans, event requirements, communication plans, reporting paths, configuration management, risk management, problem reporting, database management, security plans, quality & performance criteria and measures and any outside vendor expectations.
- Developed schedules and milestones using primarily MS project to track progress and incorporation into the Integrated Master Schedule (IMS).
- Participated in developing KPI's and utilizing them to maintain focus on meeting project goals.
- Identified, tracked and monitored Risks to the program to include development of mitigation plans to full closure.
- s) and Cost Account Manager(s) (CAMs) to ensure costs, schedules and resource met with customer expectations via Earned Value Management (EVM) and regular weekly meetings with the customer.

Senior Risk Manager Jan 2007 to Jan 2009

Company Name

- Successfully promoted the JNIC Research and Development (JRDC) Risk Management process throughout the Modeling and Simulation (M&S) department which led to an increase of 90% risks identified across 7 task orders.
- This increase eventually led to an increase in revenues to Northrop Grumman and ARES Corp in the form of an Award Fee.
- Successfully trained and mentored over 70 personnel in risk management practices.
- Successfully co-authored/improved 4 editions of the JRDC Risk Management Plan.
- Spearheaded new business ventures expanding Risk Management outside the JRDC with our customer.
- This increased revenues to ARES approximately \$250K per contract year.
- Co-facilitated design reviews to improve the Risk Management Database tool.
- Participated in writing the proposal on 3 new contracts.
- 2 of these proposals resulted in wins for ARES.

- Identified risks, developed mitigation plans, monitored handling steps, and coordinated with engineers/analyst/customers to identify owners, burn-down schemes, and closure/disposition of risks.
- Supported efforts by M&S to acquire Capability Maturity Model Integration (CMMI) - level III certification.

Operations Manager Jan 2004 to Jan 2006

Company Name

- Successfully supported a \$15M operations and maintenance (O&M) budget, and significantly added to ITT's revenue base with exceptional service, exceeding customer expectations which equated to an increase in the award fee.
- Managed the DSOCC (cost, schedule, resources) in accordance with the NASA/JPL/DSN Operations and Maintenance contract in support of interplanetary scientific missions.
- Coordinated across all functional areas of the organization to accomplish the duties of the DSOCC Manager in support of the DSN's mission.
- Directed investigation of real-time and near-real-time data outages to include execution of the escalation process, activation of task forces, and instituting the emergency recovery plan.
- Communicated status and reports to Senior Leadership and NASA/JPL customers.
- Provided training and certification for DSOCC personnel in support of TTC&M requirements Reviewed Standard Operation Plans (SOP's) annually for continuous improvement opportunities and develop new SOP's as processes required.
- Ensured the NOCC continues to meet and maintain ISO-9001 certification requirements.

Education

B.S , Business Management California Coast University - City , State Business Management

ISO-9001 Internal Auditor Certification *Six Sigma, Green Belt Certification University of Michigan College of Engineering - City , State

Lean Six Sigma, Yellow Belt Certification, Colorado Association for Manufacturing and Technology

Additional Information

- Clearance: ACTIVE Top Secret
- Prior Military, Veteran of the United States Navy.

Skills

budget analysis, budget, business plans, Capability Maturity Model, hardware, Configuration Management, continuous improvement, contracts, data analyst, DBA, Database, database management, direction, senior management, Finance, focus, functional, hiring, HR, IMS, Internal Auditor, ISO-9001, Leadership, Meetings, MS project, Modeling, personnel, processes, process improvement, Program Management, progress, Project Management, proposals, proposal, quality, real-time, reporting, Research, Risk Management, Safety, scientific, Simulation, Six Sigma, SLA, SOP, strategic planning, technical support, Transportation, Validation