

PLANT MANAGER/OPERATIONS DIRECTOR

Summary

Ambitious Sr. Manager with more than 23 years of management experience in Manufacturing/Distribution/Logistics/Repair & Refurbishment environments. Applies strong analytical and critical thinking skills to solve complex operational problems. Ability to direct complex projects from concept to fully operational status, goal-oriented individual with strong leadership capabilities and a passion to succeed. Ability to streamline complex environments to optimize performance and drive profitability. Focused Operations Manager versed in contract negotiation and process improvement. Applies in-depth knowledge of industry trends and shifts to offer valuable insights on opportunities for new growth and business expansion. Offers thoughtful, comprehensive and constructive feedback to staff members to promote productivity and company loyalty. Versatile Leader trained in Organizational Management who thrives in dynamic, challenging and fast-paced professional environments.

Highlights

Strategic planning

Global and strategic sourcing

Negotiations expert

Six Sigma Certification

Procedure development

Lean manufacturing and design

Mergers and acquisitions knowledge

Analytical & Critical Thinking

Personable & Team building

Cost reduction and containment

Business process re-engineering

Quantifiable revenue increases

- Multi-site operations
- Process improvement strategies
- Multi-unit operations management
- Inventory control
- Staff retention
- Contract management
- Relationship building
- Systems implementation
- Productivity improvement specialist
- Contract review and recommendations
- Flexible & Dedicated
- Client relationships

Accomplishments

- Created critical KPIs to track and improve on-time delivery, customer issues and safety statistics
- Managed 3 Greenfield operations establishing organizational culture and alignment to Corporate Management Systems
- Six Sigma Green-Belt Certification and Black-Belt projects oversight for facilities
- Strong background of Repair & Refurbishment processes and capabilities within major Medical Technologies
- ISO 9001:2012, ISO 13485:2008 FDA and ISO 14001 Environmental Certification standards
- Grew revenue by 110% in the past 2 years by spearheading operational improvements that lead to new business acquisitions within Services Division under my Leadership
- Strong P&L Management of over \$60M in Revenue annually.
- Excellent understanding of Lean Concepts and 8D problem solving techniques & CAPA management
- Management & Directed, recruitment and retention of Supervisors and staff of 400+ employees (less than 1% Retention rate within career)
- Skilled in New Product & New Business Introductions
- Customer focused business acumen and fundamentals
- Experienced in many ERP, WMS, and Engineering systems
- Engineering oversight with efficiency analysis experience and continuous improvement fundamentals
- **Competitive Analysis** : Performed competitive analysis to make recommendations for future company growth
- **Process Improvement** : Created new departmental procedures manual
- Assessed organizational training needs.

Experience

Plant Manager/Operations Director 01/2008 to Current Amazon.Com, Inc. Cupertino , CA

- Medical Repair & Refurbishment Operations
- Manufacturing & Assembly Operations
- Warehouse Fulfillment & Reverse Logistics Operations
- Product Triage & Decontamination Services
- Multi-customer site with Fortune 500 customers
- Full P&L Responsibility

Plant Manager/Operations Director 01/2005 to 01/2008 Sanmina-SCI Corporation City , STATE

- IBM/Lenovo Fulfillment, Logistics and Manufacturing Operations.
- Custom configuration management
- EMC HDD Assembly & Recovery
- Full P&L Responsibility.

Sr. Operations Manager 01/2002 to 01/2005 Sanmina-SCI Corporation City , STATE

- Logistic & Fulfillment Operations
- Multi-customer Management
- P&L / Budget Responsibility
- Developed and shared best practices across the company, including International locations
- Increased productivity by 50% while simultaneously reducing head count by 15%
- Optimized the overall customer experience through allowing the customer to focus on their core competence while we handled the rest...

Manufacturing & Distribution Management 01/1993 to 01/2002 IBM Corporation City , STATE

Developed and shared best practices across the company

Increased productivity by 30% while simultaneously reducing head count by 10%.

Identified inefficiencies and made recommendations for process improvements.

Education

Bachelor of Science : Criminal Justice Corrections, Juvenile Justice, Community Policing and Psychology 1995 North Carolina Central University
City , State , United States

Criminal Justice Corrections, Juvenile Justice, Community Policing & Psychology

Coursework in Business, Management and Communications

Managerial Statistics and Management Communication coursework

High School Diploma 1990 Scotland High School City , State , United States

Member of Future Business Leaders of America

Professional Affiliations

Who's Who Among American High School Students Corporate Member of North Carolina Technological Association Board of Advisors - North Carolina Technological Association Various Company-based Awards, Honors and Accomplishments

Skills

Customer Relationship Management, Inventory Management, Leadership Development, Logistics, Management Skills, Mentoring, Profit Improvement, Supply Chain Management, Medical Repair & Refurbishment , Warehousing, CGMPs, FDA Knowledge, Employee Development & Coaching