

Michael Leib

Shippensburg, Pennsylvania, United States



pman233@gmail.com



7173729556



[linkedin.com/in/michael-leib-11764b8](https://www.linkedin.com/in/michael-leib-11764b8)

Summary

Innovative Leader and Technical Service Writer with a history of success leading operations in fast-paced, high volume environments. Effective at driving top line growth while building organizational capabilities. Strong leader who mentors and develops teams through empowerment and trust to drive excellence. Expertise in Training, strategic planning, continuous process improvement and Project Management for increased productivity. Skilled communicator and analytical problem solver continually focused on exceeding customer expectations

Experience



Technical Service Writer

Volvo Construction Equipment

May 2009 - May 2020 (11 years 1 month)

At the start of my service, I worked in the "Methods Lab," with the job of electronically documenting procedures and times for repair and maintenance of Volvo construction equipment. In the infancy of the division, the priority was placed upon tangible, printed manuals.

As we evolved toward less printing and more virtual manuals, I applied for and was given the responsibility as the Global SuperUser for the Alladdin Content Management System (CMS) we used; XML based DITA running Epic 3.0 in the background. In this role, I was responsible for: the oversight, maintenance, and changelog of the CMS system; holding monthly meetings between the nine (9) global locations using the system; scheduling and attending two (2) "Face-to-Face" (F2F) meetings yearly; reporting monthly to the Site Manager meeting monthly to elevate any current needs or concerns.

As we moved closer to full digital publications, I was also made the site administrator for the first iteration (PROSIS) CMS.

For the last two year of employment, we were training on and migrating towards a system known as TechTool2, which was co-developed with Bosch. As a writer, we used the Eclipse IDE (C++) for input and maintenance.

Although the job title was "Writer," we were also expected to do our own images, illustrations, and proofreading samples for the manuals as well, giving me a solid education in Adobe Photoshop, Illustrator, and Acrobat Professional, as well as limited exposure to converting documents in and out of Frame Maker.

Writing samples upon request.



Production Supervisor

Volvo Construction Equipment

May 2007 - May 2009 (2 years 1 month)

After Volvo purchased I-R, I had to re-apply for my own position, which I retained. I quickly built a reputation as someone who could be the "Face of the Product" for Volvo's new division, and was sent to Hameln, Germany, Pederneiras, Brazil, and Jinan, China to bring their manufacturing facilities "On-Line."

I returned to a re-organization, which had me moved to a different product line to oversee. I managed the Paver production line until it was shut down due to the economic downturn of 2009. It was at that point I was hired by the Customer Service Technology group of Volvo as a Technical Service Writer I.



Production Supervisor

Ingersoll-Rand

Apr 2004 - May 2007 (3 years 2 months)

I started as a Temporary hire assembler on the 2nd shift. I was hired directly in January, 2005, and promoted to 3rd shift Supervisor 26 days later. I managed 3rd shift through August 2005 when I was promoted to 2nd shift Supervisor, then 1st shift Supervisor in May 2006. I remained in this position until the sale to Volvo.

Additionally in 2006, I was one of a select few supervisors chosen to start Lean Six Sigma methodology on the production lines. In this role, I earned three (3) Shingijutsu licenses, and achieved just under \$8 MM USD in savings realized.

I have been told by several trusted individuals that the actions achieved by my teams had a direct role in selling our division to Volvo due to the profitability of the operation.



Owner

KML Productions/VP Computing

Jan 1996 - Mar 2002 (6 years 3 months)

I built and developed an OEM PC consulting business, specializing in eCommerce, networking, and service. I merged my company with an existing company, and served as the CIO until I sold my stake in 2002.

Education



Shippensburg University of Pennsylvania

1988 - 1993



Penn State University

Ingersoll-Rand Executive MBA, Mechanical Engineering, Electrical Engineering

Sep 2006 - May 2012



Wilson College

Mass Media Professional Writing

2010 - Present

Skills

Lean Manufacturing • Continuous Improvement • Leadership • Training • Purchasing • Process Improvement • Cross-functional Team Leadership • Project Management • Manufacturing • Business Process Improvement