

JENNIFER L. GOODWIN
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Education

MIT SLOAN SCHOOL OF MANAGEMENT **CAMBRIDGE, MA**
Master of Business Administration, Class of 2001
Academic interests: strategic management and new product venture and development
Member of Management Consulting Club and Marketing Club
Elected as MIT Sloan Student Senator

UNIVERSITY OF MASSACHUSETTS **AMHERST, MA**
Bachelors of Business Administration, 1993
Major: Operations Management Minor: Economics
Received William F. Field Scholarship for academic excellence

Experience

1997 - 1999 **LASERTRON, INC.** **BEDFORD, MA**
Market leader in manufacture of fiber optic components for telecommunications
Quality and Customer Satisfaction Manager

- Managed customer relations associated with complaints and audits, demonstrating effective problem solving, conflict resolution, and negotiation skills
- Led cross-functional teams for process improvement, including streamlining engineering changes, simplifying process documentation, and structuring the training process
- Presented the quality system processes and controls to potential clients, supporting the growth of the customer base
- Managed all aspects of the quality system, including management review, internal audits, corrective and preventive action, and new employee orientation
- Led the Customer Satisfaction program, including developing and implementing a formal customer rating system
- Recruited, trained, and coached internal audit team members; restructured the audit process, reducing auditor workload and facilitating corrective actions

1993 - 1997 **BEMIS COMPANY, INC.** **PEPPERELL, MA**
Manufacturer of high quality, industrial and consumer packaging
Quality Manager

- Held position on the plant senior management team – analyzed operational activity and established strategies for production and quality improvement
- Managed customer complaints, interacting directly with major clients
- Developed and implemented a formal quality system, achieving ISO 9002 certification in 18 months for a 160 employee facility
- Designed and conducted a 2-day training seminar for Corporate Management
- Developed and executed formal training and performance evaluation programs
- Managed staff of 3 and supervised the internal quality audit team of 20 members
- Interviewed and hired direct labor employees

Internships

- BayBanks, Inc. - Credit Card Security Operations, 1992
- U.S. Government Housing and Urban Development, 1990-1991

Personal

- Active member of Sloan Senate Academic and Admissions Committees
- Enjoy skiing, racquetball, exercising, reading, traveling
- Participated in National Student Exchange to University of Hawaii at Manoa, 1991-1992
- Catechism teacher and community service volunteer through church