1. Oversaw all engineering operations for company with $[Amount] in yearly revenue.
2. Coached and assisted employees with adapting to new processes.
3. Reviewed schedules and suggested key improvements to develop leaner and more cost-effective manufacturing processes.
4. Planned and forecasted labor hours for new processes and customers, reducing hours by [Number]% to save $[Number].
5. Generated detailed reports covering analysis of key data and outlining potential solutions.
6. Aligned production operations to meet higher standards and maximize returns.
7. Managed team of [Number] engineering, production and quality assurance personnel.
8. Designed improvements to equipment to optimize worker productivity.
9. Created policies and procedures for quality assurance, best practices and project management.
10. Identified problems and recommended new processes to improve efficiency and reduce costs.
11. Used coordination and planning skills to achieve results according to schedule.
12. Managed quality assurance program, including on-site evaluations, internal audits and customer surveys.
13. Actively listened to customers' requests, confirming full understanding before addressing concerns.
14. Developed and maintained courteous and effective working relationships.
15. Completed minor preventative maintenance and mechanical repairs on equipment.
16. Handled [number] calls per [timeframe] to address customer inquiries and concerns.
17. Resolved problems, improved operations and provided exceptional service.
18. Developed and implemented performance improvement strategies and plans to promote continuous improvement.
19. Received and processed stock into inventory management system.
20. Worked with [type] customers to understand needs and provide excellent service.