

Client Name

Process Improvement Manager Profile

Accomplished and analytical professional with demonstrated success in leading industrial engineering and supply chain operations as well as measuring process improvement benefits and administering required changes in demanding environments.

Instrumental in developing team of technical experts to support growth and quality of service delivery to customers. Recognized for liaising with all stakeholders to understand customer challenges, delivering large/complex transformation programs, and overseeing all stages of program lifecycle while adhering to established policies/procedures. Excel at developing process improvement initiatives, such as supplier business processes and practices by directing supply chain activities. Proven ability to deliver support with design, improvement, and execution of integrated systems to support operational excellence. Renowned for improving delivery through-put by reducing overall processing times. Technically proficient in Microsoft Office Suite, SharePoint, and ERP systems, such as SAP, SRM, and Deltek Costpoint.

Areas of Expertise

- Process Improvement
- Program/Project Management
- Operational Excellence Procedures
- Strategic Planning & Transformation
- Warehouse Operations
- Supply Chain Management
- Team Leadership/Training
- Reports & Documentation
- Problem Resolution

Career Experience

Production Planning and Warehouse Manager, Battelle, Columbus, OH

2021 – 2022

Oversaw planning and warehouse staff, supervised daily warehouse operations, and promoted operational discipline as well as mentored, coached, and trained employees to enhance skills. Trained planning team to increase purchasing process, while adhering to standard operating procedures and aligning each team member with specific product categories. Liaised with program managers to predict and budget material purchases and labor hours for planning and warehouse staff to attain project goals and budgets. Created shared folder on SharePoint site for production to upload order forms and warehouse to pull order forms.

- Created standard operating procedures (SOP), implemented 5S, developed cycle counting procedure, and instructed warehouse staff regarding usage of RF scanners and Deltek Costpoint for inventory transactions to increase warehouse inventory accuracy from 50% to 95%.
- Built internal order processing system to enhance order accuracy and delivery lead-time.
- Improved order efficiency and routed new parts added to ERP system to correct planner for ordering.
- Reduced failure rate of warehouse from 32% to 10% within four months and continued to maintain failure rate under 10%.

Site Manager, Brown & Root Industrial Services (DuPont Electronic Polymers), Dayton, OH

2017 – 2021

Administered team production and warehouse staff in areas, involving manufacturing and supply chain. Led and oversaw warehouse operations and purchasing of plant operating supplies to deliver quality performance. Formulated and presented 8D reports to excel in detail checking. Drafted and revised standard operating procedures (SOPs) and controlled forms/checklist, while aligning best practices with current operations. Maintained staff by hiring, selecting, orienting, and training new employees. Performed performance reviews, recommended salary increases, devised employee development plans, coached, and trained employees to meet set scope. Developed and implemented HR policies, processes, and employee recognition programs to streamline operations. Conducted weekly safety audits to ensure zero discrepancies. Arranged weekly safety meeting and employee feedback sessions to formulate future action plan.

- Directed process improvement projects through utilization of problem-solving methodologies, such as Lean Six Sigma to eliminate inefficiencies and created workflows to meet strategic priorities.
- Enhanced team and individuals' performance by promoting operational discipline and set expectations/standards.

- Established and executed SOPs for shipping department to improve on-time delivery to customers by 30%.
- Worked with customer and the quality department to reduce number of labels needed on product as well as changed warehouse layout to make labeling process more efficient.
- Started incident investigations to determine root cause and execute Corrective Action/Preventive Action (CAPA).
- Supervised, measured, and assessed environmental, health, and safety performance to avoid escalated situations.

Maintenance Planner, On-Board Services (DuPont Electronic Polymers), Dayton, OH

2014 – 2017

Established work orders, scheduled, and planned maintenance tasks with contractors and on-site maintenance staff to ensure seamless workflow. Developed, validated, and maintained maintenance supply forecast/warehouse on basis of preventative maintenance schedule. Coordinated with suppliers to secure short/long-term forecast needs. Prepared RFQ/RFP's to reduce amount of time needed to procure goods or services. Optimized preventative maintenance work by equipment and performed one maintenance shutdown per month to cover all required PM work.

- Created integrated TAR Schedule to coordinate all maintenance turnaround (TAR) activities between production, project engineering, maintenance, and contractors.
- Utilized SAP and SRM to reconcile invoices and prepare/process purchase orders for materials and contractor services for maintenance and capital projects.
- Increased production due to no more production delays due to multiple maintenance shutdowns.
- Liaised with operations and supply chain teams to plan/implement effective, efficient maintenance and engineering work.

Team Leader, Tenneco Automotive, Kettering, OH

2006 – 2014

Spearheaded team of eight employees in manufacturing to optimize manufacturing operations smoothly. Assessed data to identify root cause of quality defects and machine downtime. Drafted and revised SOPs to guarantee best practices and alignment with current operations. Maintained, followed, and reported key performance indicators (KPI) pertaining to quality trend and overall equipment effectiveness (OEE). Promoted 5S, provided continuous improvement, and contributed in Kaizen events to achieve desired objectives. Coordinated with engineering team to adjust machine tooling. Trained operators to correctly load machine and clean weld tips.

- Executed in-process quality checks to decrease scrap by 50% and enhance efficiency by 40% by training employees and combining process steps.
- Recommended equipment maintenance or modification, involving developing preventative maintenance program to lower equipment downtime.
- Reduced weld defects from 100+ parts on daily basis to less than 10 per day.

Education

Bachelors of Science in Industrial and Systems Engineering | Wright State University, Dayton, OH

Associate of Science in Industrial & Systems Engineering | Sinclair Community College, Dayton, OH

Licenses & Certifications

Certified Associate in Project Management CAPM® | Project Management Institute (2021)

Six Sigma Green Belt | Institute of Industrial and Systems Engineers (2020)