

CLIENT NAME

Address ♦ City, State ♦ Phone Number ♦ client@yahoo.com

SUPERVISOR/TEAM LEAD, MANUFACTURING

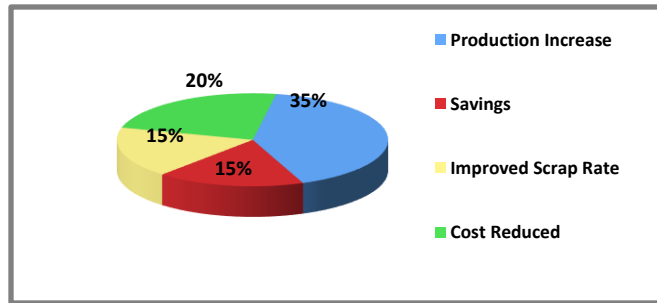
Goal-oriented manufacturing professional with years of experience motivating, training, and leading successful production teams. Seasoned trainer and employee development expert with proven communication and interpersonal skills. Proven ability to build scalable, cross-trained production teams that deliver efficiency and versatility. Motivated self-starter who works well in fast-paced, deadline-driven manufacturing environments with diverse, multi-cultural employees.

- ♦ Played key role in the ISO 9001 Certification of Essilor of America, a global leader in optical lens manufacturing.
- ♦ Awarded 3 Continuous Quality Improvement Awards by Essilor of America for exceptional performance in scrap reduction, leadership training/development, and temporary employee training.
- ♦ Trained employees and manufacturing supervisors on production techniques, quality assurance, and workplace safety standards in Mexico, Brazil, Puerto Rico, and France.

NOTABLE ACHIEVEMENTS

Developed, implemented and oversaw initiatives which led to the following outstanding metric results:

- ✓ Significantly improved scrap rate of 19%.
- ✓ Successfully increased production through the strategic management of unit costs, employee training and development and oversight of multi-million dollar budgets with laser-focused accuracy.
- ✓ Achieved near-perfect shortage elimination rate, slashing shortages from 2% to 0.3%.
- ✓ Led the implementation practices which led to the effective reduction in workforce and labor which directly led to increase in overall revenue.



AREAS OF EXPERTISE

- ♦ Writing SOP & Work Instructions
- ♦ Personnel Training & Supervision
- ♦ Quality Assurance
- ♦ Technical Training Plans
- ♦ Kronos TimeKeeping System
- ♦ Clean Room Environments
- ♦ Coaching & Mentoring
- ♦ Budgeting & Finance
- ♦ Industrial Automation Systems
- ♦ Team Building & Leadership
- ♦ OSHA/MSDS Internal Auditing
- ♦ Injection Molding Presses
- ♦ Automated Packaging
- ♦ Dip Coating Process
- ♦ Talent Recruiting & Acquisition

PROFESSIONAL EXPERIENCE

PRIME DELI CORPORATION, Lewisville, TX

Sandwich manufacturer for 7 Eleven Convenience Stores in the DFW and Austin market territories

Production Supervisor, 2006-2011

Directly reporting to the President, supervised and oversaw up to 47 temporary employees across the entire production chain including prep line, assembly line, and shipping functions. Directed and controlled the production and shipping of up to 14,000 sandwiches daily. Empowered and trusted with the responsibility of controlling per unit costs, ensuring production of performance reviews, employee counseling, timekeeping records, and attendance records. Routinely passed and surpassed all Quality Assurance (QA) audits and inspections.

Successful Outcomes & Accomplishments

- ♦ Reduced cost/unit expense (including labor) from \$.38 to \$.21.
- ♦ Reduced shortages from 2% to 0.3%.
- ♦ Implemented a consistent auditing process and provided immediate feedback to employees.
- ♦ Reduced headcount by 5 employees - implementing aggressive cross-training requirements.
- ♦ Reduced labor turnover - improving employee tenure to 2+ years across the board.

ESSILOR OF AMERICA – St. Petersburg, FL, 1992-2005**Supervisor & Training Specialist, 2003-2005**

Hand-picked to select, train, and mentor 12 new Group Leads at an all-new polycarbonate lens manufacturing plant in Massachusetts. Accepted full responsibility of training 12 Group Leads and 12 Team Coaches in the use of practical technical skills; advanced training also included team and employee development.

Successful Outcomes & Accomplishments

- Facilitated ISO 9001 Certification by performing internal audits, writing department SOPs and Work Instructions.
- Recognized as 1 of only 4 supervisors (out of 37) who passed Essilor's "High Performance Management" training.

Supervisor & Coach, 1992-2003

After being successfully promoted to this position, supervised and developed up to 85 full-time and temporary employees in a fast-paced, "clean room environment" manufacturing operation. Managed an annual department budget of \$6.6M across all shifts; shifts included yield, scrap rate, packaging, and shipping. Responsibilities included daily management of high-performance work teams, employee training, and quality assurance.

Successful Outcomes & Accomplishments

- Consistently exceeded service level goals of 98.3% - averaging 98.7% over 5 years.
- Consistently achieved better than budget (5 year average):
 - Product Unit Cost by 9.5%
 - Departmental Operating Expenses by 13.1%
 - Product Yields by 3.77%
 - Product Scrap by 19%
 - Labor by 1%
- Audited all 3 shifts to standardize quality assurance procedures and train Quality/Metrology inspectors – achieving a 0.09% quality rating at final inspection versus goal of 2.5% AQL.
- Facilitated ISO 9001 Certification by creating and revising Team Technical Training Plans, SOPs, and Work Instructions.
- Maintained production levels and yields to budget during transfer of production to an automated off-shore facility – receiving an Engineering Excellence Award for assisting and supporting the Engineering Department.
- Trained supervisors and employees in processes, quality assurance, and team development at new off-shore facilities in Mexico, Brazil, and Puerto Rico.

Handpicked and advanced to be a key member of an International Quality Project Team for common agreement on quality standards between international manufacturing facilities.

TECHNICAL & LANGUAGE SUMMARY

Microsoft Office Suite (Word, Excel, Outlook and PowerPoint)
Some working knowledge of Spanish

EDUCATION & PROFESSIONAL DEVELOPMENT

Completed some college credits and certifications
Completed company-sponsored internal and off-site seminars in a variety of topics, including:

Production

Certified, Paulson Injection Molding (Basic & Advanced)
Certified, Paulson Advanced SIMM Tech Molding School
ISO 9000 Internal Auditing, Managing Department Budget, OSHA & MSDS, Process Control

Leadership

Supervisory Skills – Parts 1, 2, 3
Teambuilding Skills, Project Management, Assertiveness
Progressive Counseling, Coaching & Support, Building Trust, Interviewing Skills

Training

Certified, Train the Trainer (PDS, Inc.)
Creative Training Techniques, Writing Better