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## PROFESSIONAL PROFILE

A proven operations leader with over 10 years of experience concentrating on customer focus and a drive to improve processes and procedures throughout an organization. Demonstrated ability to establish and maintain systems to sustain double digit growth. Professional photographer helping hundreds to look their best. Strengths Finder 2.0 top five strengths: Harmony, Maximizer, Activator, Communication, and Positivity.

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## AREAS OF EXPERTISE

Operations Management	Employee Development	Computer Systems
General Database Design	ERP System Conversions	ISO Quality Systems
Cross Functional Teamwork	Master Production Scheduling	Photography Applications

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## RELATED WORK HISTORY

### **ACCESS BATTERY LLC – Milwaukee, WI (2007 to 2009)**

*Manufacturer of battery packs for medical and industrial equipment.*

#### **Operations Manager/Operations Consultant**

Managed and organized all manufacturing operations including personnel decisions, training, and evaluations. Developed photo-intensive work instructions for use by associates in building products resulting in an overall improvement in product quality.

##### **Key Accomplishments**

- Designed database to capture labor tracking information. Data used to track adherence to standards and measure employee performance.
- Developed database reporting mechanism to set priorities for shop floor based on customer orders and backorders.

### **SURGIVET, INC./BCI SMITHS MEDICAL – Waukesha, WI (1999 to 2006)**

*A company dedicated to the veterinary industry which manufactures and markets anesthesia machines, vaporizers, and high tech electronic monitoring equipment.*

#### **Director of Operations**

Managed all manufacturing operations including shipping, receiving, materials, purchasing, drafting, and two manufacturing groups. Responsibilities included personnel decisions and evaluations.

##### **Key Accomplishments**

- Grew sales from \$4 million to \$14 million in seven years while maintaining a 52% GM.
- Set up stockroom inventory locator system to ease material flow – saved \$15,000/year.
- Reorganized manufacturing to assure smooth flow of product through assembly steps.
- Assisted in successful conversion of ERP manufacturing system from Pilot to MK Manufacturing and then MK Manufacturing to Oracle. Trained all personnel.
- Established serial number tracking database for warranty purposes.
- Generated monthly master production schedule and loaded data into ERP system.
- Coordinated and communicated with all levels and functions to assure customer satisfaction.
- Setup service database to ease coordination of service process for customer products – resulted in 24 hour equipment repair turn-around.

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**SURGIVET, INC./BCI SMITHS MEDICAL** – Waukesha, WI (1997 to 1999)

*Manufacturer of pulse oximeters and patient monitoring equipment for the healthcare industry.*

**Manufacturing Engineering/QA Manager** (promoted to Director of Operations)

Managed all activities of Manufacturing Engineering and Quality Assurance departments including incoming inspection, in-process product testing, finished goods control, and overall product quality. Oversaw ISO9001 quality system.

**Key Accomplishments**

- Coordinated customer complaint system, test procedure, and device history development.
- Performed manufacturing shop floor support.
- Implemented computerized manufacturing trending system to aid in problem identification and resolution.

**OTHER WORK HISTORY****STAR TECHNICAL PHOTO** – Mukwonago, WI (2005 to present)

*Photography studio specializing in High School Senior portraits, commercial marketing photography, family portraits and general portrait work.*

**Photographer/Owner**

General photography for customers in the following areas: commercial product marketing, social media headshots, high school senior portraits, family portraits, and group or individual portrait work.

**Key Accomplishments**

- Well established in high school senior portraits.
- Provided head-shot photography for hundreds at community job camp events.
- Performed all sales, marketing, and customer service functions.

**MUKWONAGO AREA SCHOOL DISTRICT** – Mukwonago, WI (2009 to present)

*K-12 educational school district*

**Substitute Teacher**

On-call district-wide teacher filling in for other teachers during illnesses, field trips, sporting events, and all other absences planned and unplanned.

**Key Accomplishments**

- Filled in with often less than 12 hours notice, sometimes as little as one hour.
- Followed teacher provided lesson plan.
- Worked in entire district from grade school to high school level.

**Other Previous Experiences:** Technical Operations Manager, Electronics Test Engineer, Electronics Technician

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**EDUCATION, SEMINARS****Bachelor of Science - Management Systems,**

Milwaukee School of Engineering, Milwaukee WI

**Certificate - Electronics Technology,** Wisconsin School of Electronics, Madison, WI**Advanced Technical Certificate - Lean Manufacturing,** WCTC, Waukesha, WI

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**COMPUTER SKILLS**

Mastered most PC desktop applications. Additional experience programming in Access, C++, Visual Basic, HTML, as well as Front Page, Microsoft Expression Web 2.0, and Photoshop. Application knowledge of ERP systems exposure and experience with Pilot, MK Manufacturing, Southware, and Oracle.

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**COMMUNITY INVOLVEMENT**

- Active in Mukwonago Athletic Booster Club – maintain community website [www.muksports.com](http://www.muksports.com)
- Group facilitator for Pewaukee Opportunities Networking Group (PONG)