

## *Professional Profile*

Production Supervisor with continued success evaluating operational procedures and policies to identify and implement improvements to streamline processes, increase productivity, and reduce shrink for maximum return on investments. Strong Leader, developing goal oriented environment with clear focus on timely delivery of quality products and services. Solid Quality Assurance background, establishing assessment controls to quickly identify issues. Broad focus, anticipating and securing upcoming material needs to ensure uninterrupted production. Excellent academic credentials with Master of Science in Industrial Management.

---

## *Professional Experience*

Surplus Supply, Kalamazoo, MI 2005 – Present  
*Warehouse Production Manager/Quality Assurance Director*

Trained, assigned and directed 35 Warehouse Associates to ensure safe and efficient receiving, warehousing and shipping of food, paper goods and chemical supplies for 500 franchise restaurants across 7 states. Reviewed upcoming orders and inventory to anticipate merchandise needs. Addressed potential shortages through Purchasing Managers and vendors.

- ♦ Analyzed and prioritized daily shipping schedules. Assigned to appropriately skilled personnel. Monitored performance and provided constructive feedback to refine skills. Clearly defined production goals. Continually tracked and analyzed individual and team productivity; evaluated and addressed shortfalls to ensure profitable operations. Recognized employee and team accomplishments. Addressed performance issues calmly and professionally with focus on resolution. Assigned training and counseled as appropriate.
- ♦ Inspected and verified incoming shipments for quality/quantity. Researched discrepancies and missing shipments through vendors and supply chains to resolve issues and expedite orders. Inventoried and balanced stock. Investigated irregularities. Enforced inventory control policies to minimize shrink.
- ♦ Oversaw compliance to federal, state and industry safety regulations. Inspected site daily; monitored use of heavy equipment including forklifts, pallet jacks and yard spotters. Examined loading operations for proper weight and balance distribution. Hosted regular safety briefings; ensured proper separation of materials and awareness and adherence to HAZMAT precautions. Accident free throughout tenure. Continually evaluated policies and procedures to identify and implement improvements.

### *Accomplishments*

- ♦ Developed and conducted formal and informal operational and safety training. Increased productivity by 16% by teaching efficient gathering and loading processes. Significantly reduced overtime hours for positive impact on profit margin.
- ♦ Established backup sign-in/sign-out system to ensure accuracy in reported payroll hours. Reviewed and verified payroll reports.
- ♦ Solicited input from drivers to realign trailer assignments for higher efficiency. Resulted in reduced delivery/unload time at stores, aligning appropriate type trailers to meet logistical and space confines of unique locations.

Discount Store Chain, Lansing, MI 2004 – 2005  
*Store Manager – Training Location*

Hired, trained and directed 1 Assistant Manager and 15 full- and part-time employees with full P&L responsibility for \$1.5M retail operation. Selected to lead designated Manager Training site to demonstrate excellence and efficiency in operations and customer service.

- ♦ Upon arrival, analyzed profit drivers and obstacles to identify areas for improvements. Realigned manpower, stock selection and policies to increase sales and minimize loss in high shrinkage store.
- ♦ Developed inventory management processes to streamline merchandise moves and enable maximum exposure for seasonal top sellers.
- ♦ Supported training of 15 to 20 Management Candidates per month, teaching operational and quality control processes to develop independent, proactive leaders equipped with knowledge and skills to merchandise, staff, maximize profit, and control shrink in assigned units.

Retail Arts Store, Lansing, MI

2002 – 2004

*Store Manager*

Hired, trained and directed 1 Assistant Manager, 3 Department Managers and 30 sales staff with full P&L responsibility for retail outlet generating \$4M annually. Planned and managed \$15,000 weekly discretionary merchandise budget.

- ◆ Hosted weekly Management meetings to solicit input of ideas for merchandising and promotions. Drastically improved stock selection to ensure consistent inventory of steady sellers, appropriately represent seasonal and trend items, and cater to customer base interests.
- ◆ Evaluated productivity and profit margins to allocate manpower and resources for highest return.
- ◆ Achieved #1 District Sales with 14.4% annual increase and 3.3% over goal.
- ◆ Promoted high profit margin floral sales to achieve 42% growth.
- ◆ Reworked layout to increase facings for seasonal sellers, better utilize space, and enable smooth merchandise moves.

Retail Toy Store, Lansing, MI

1995 – 2002

*Store Director*

Hired, trained and directed 3 Department Managers, 40 permanent staff and up to 60 additional seasonal employees to generate \$8.5M in annual revenue with full P&L responsibility. Implemented expense controls to adapt to market stressors including entry of high-profile competitor to local buying area. Consistently surpassed sales targets while meeting all time and labor goals.

- ◆ Provided advanced training and challenging opportunities to continually expand knowledge and skill base of staff and prepare for succession management initiatives. Promoted qualified employees to positions of increased responsibility and leadership.
- ◆ Briefed staff daily on product promotions, changes to policy or process, and local security issues.
- ◆ Liaised with HR to communicate seasonal staffing needs. Trained approximately 50 seasonal staff annually. Assigned mentors to support through learning process.
- ◆ Team Leader for renovation of stores, leading merchandising team to build displays and plan efficient product moves. Taught computer systems, accounting and reporting processes to new managers.
- ◆ Launched and monitored R-Zone prototype, testing and adjusting security systems and protocols to enable customer hands-on and demonstrations of video games and electronic accessories.
- ◆ Originally hired as Assistant Manager, promoted to Store Director and awarded increasingly higher volume locations. Consistently improved Customer Service Scores by reducing check out times, improving appearance and cleanliness, increasing staff responsiveness and knowledge base, and promptly resolving customer issues to full satisfaction.

Famous Pizza Restaurants, Kalamazoo, MI

1986 – 1995

*District Manager*

Recruited, trained and directed 3 Store Managers and 85 full- and part-time staff to ensure profitable, quality operations generating \$1.3M annually across 3 locations. Established operational policies and procedures. Oversaw construction, staffing and launch of new restaurant. Created positive, productive environment with staff proactively focused on excellent customer service.

---

### *Education*

University of Michigan, Ann Arbor, MI  
*Master of Science in Industrial Management*  
*Bachelor of Science in Aviation Technology*

---

### *Technical Skills*

Basic Operator Training Authorization for Electric Stand-Up Rider Forklift, Low Lift Motorized Hand Truck and Tow Tractor; MS Word/Excel/Outlook; proprietary inventory control and management systems; business scheduling, payroll and sales tracking/accounting systems