

Use my skills in people development, process improvement and key results area measurement to bring an entrepreneurial company or department to the next level of organizational development.

**People**

- Hire and develop teams.
- Keep teams focused on task.
- Turnaround or dismiss low performing employees.
- Communicate across corporate boundaries and develop rapport with clients and vendors

**Process**

- Develop and track projects.
- Employ value-based decision making.
- Make right things easy to do.
- Provide more value for less work.
- Reduce turnaround time and client complaints without increasing staff or resources.:

**Metrics**

- Know what to measure and how to measure it.
- Identify problem areas
- Recommend solutions.
- Provide tracking with “at a glance” clarity and an ability to drill down to details.

**People**

- Reviewed thousands of resumes, conducted hundreds of interviews, and hired scores of people.
  - Never hired a poor performing employee.
  - Turned around problem employees with counseling.
  - Dismissed problem employees. Devised, documented and implemented rehabilitation plans.
- Trained, coached and mentored non-technical employees selected from within the company to make them to quality assurance analysts. Retained employees and improved morale.
- Developed and instructed a full-day multimedia session on team building for Leadership Greensboro.
- Board Member and Facilitator, Professionals in Transition.
- Rated as “almost always” doing the right thing in 10 major categories in an independent, confidential peer and subordinate evaluation. Made across the board improvement in all 10 categories the following year. Reports available on request.

**Process**

- Worked with help desk, development and client account executives to re-engineer the process by which defects were handled. Reduced report time from days to minutes.
- Reduced the turn around time on client defect complaints from 15 days to under 5. Reduced the standing average daily complaint workload from 40 to less than 5. All with no increase in staff, and a shorter workday for everyone.
- Provided just in time updates for multiple field offices by coordinating with the market managers, hardware suppliers and software vendors. Reduced downtime from weeks to zero.
- Revised a process by which monthly performance reports were produced. Reduced release time from 6 weeks to 6 days. Dropped an expensive 3<sup>rd</sup> party contract.
- Use the following tools to analyze and redesign processes: surveys, flow charts, affinity diagrams, interrelation diagrams and cause and effect charts
- Manage multiple projects using Microsoft Project.

### **Metrics**

- Manage data sources from databases using SQL, parsed from free flowing text formats, as well as manual entry.
- Determine what needs to be measured. Provided requirements for tracking systems, project change management, and time sheets.
- Managed the hourly dataflow from over 2,000 remote cell sites to provide real-time reporting.
- Fully qualified in Microsoft Excel. Use the following tools to track data: Check Sheets, Histograms, Pareto Charts, Run Charts, X-Y Diagrams, and Statistical Control Charts.
- Use PowerPoint to design briefings in handout format and video projection animated presentations for customer marketing visits and trade show promotions.
- Use web publishing tools to present data to an online audience. Provide at a glance graphics that allow executives to get the big picture with links to drill down to details for those who need it. Also produce the hard copy equivalent.

### **Education**

B.S. Electrical Engineering  
Manhattan College, Bronx, New York.

M.S. Engineering Management (MBA with technical emphasis)  
Western New England College, Springfield, MA.

### **Work History**

***Independent Consultant*** 2002-Present  
Set up a retail operation in a company that performs 3<sup>rd</sup> party logistics. Designed packages, packing standards and work processes. Supported warehouse start-ups.

***Quality Assurance Manager*** Gilbarco, Inc.  
2001-2002  
Created a QA department for a new product line. Presided over 87 releases comprising 1500+ defect discoveries for three different products in a year's time.

***Business Unit Leader, e-Commerce*** Metro Information Systems  
2000-2001  
Created a new business unit for the Winston office. Built a team, developed processes and established an infrastructure for a solutions center in an organization traditionally dedicated to supplemental staffing.

***Director of Product Delivery*** iWork Software  
1999-2000  
Managed the company's line for its existing product. Promoted after 10 months to oversee the managers of documentation, training, quality assurance and initial product release to the market.

***Quality Assurance Manager*** Vanguard Information Systems  
1996-1999  
Built a QA organization and laboratory to provide quality assurance for a cellular billing system. Provided multiple test environments with no increase in resources or staffing. Specified custom-built test tools.

***Process Management / Transition Manager***

Legent Corporation  
1995-1996

Hired as a QA Manager, I assumed duties directing a technical team to transfer methodology and intellectual property after the company was bought out weeks after my arrival.

***Engineering Standards Manager***

McCaw Cellular Communications, Inc  
1989-1995

Created a team to provide real time, statistical process control information and enhanced reporting between geographically separated offices and headquarters.

***Software Development Manager***

R&D Associates  
1983-1989

Led a 25-person multidisciplinary team responsible for winning a major Government contract.

**Military**

- Squadron Commander – leader for 250-person unit providing tactical communications, navigation and air traffic control
- Senior Quality Advisor – developed and conducted quality training for 10,000 Guardsmen. Facilitated meetings of the General Staff.
- Engineer in Charge, Engineering and Installation – leader of a 10-person department providing fixed base communications, navigation and air traffic control system.
- Aircraft Commander C-130 & C-141 – provided strategic and tactical airlift world-wide, particularly in the Pacific Rim and Indian Ocean theaters of operation.
- Air Liaison Officer / Forward Air Controller – advised the U.S. Army on the use of tactical air power and directed airstrikes.

**Other Training**

- 7 Habits of Highly Effective People Seminar, Dr. Stephen Covey
- Leadership is a Choice, Dr. Stephen Covey Seminar.
- Re-engineering the Organization Seminar, Dr. Mike Hammer.
- Applying Deming's Methods to Service Organizations, George Washington University
- Principles of Leadership, Team Building, and Hoshin Planning for Organizations Instituting Total Quality Management, George Washington University.
- Service Excellence Seminar, James Barksdale.
- Principle Centered Leadership - Stephen Covey Center