

Professional summary

Business professional with 20+ years of operations experience, excelling in performance management and strategic planning. Demonstrated ability to lead teams, optimize production schedules, and enhance quality assurance protocols, resulting in significant increases in efficiency and output. Known for fostering teamwork and achieving on-time delivery targets, with a proven track record of improving KPIs across cost, time, quality, and customer satisfaction.

Skills & Competencies

Accounts Reconciliation & Payables,
Conflict Resolution,
FCRA Employment Screening,
ISO Compliance,
OSHA Compliance & Regulations,
Outsourcing Manufacturing,
Payroll,
Performance Management,
Project Accounting,
Project Coordination & Management,
Sarbanes-Oxley Act,
Strategic Planning,
Team Building,
Vendor Management,
Wholesale Lockbox.

Technical Competencies

ADP Screening Background Check,
Citrix Environment,
GitHub Project Management,
Infor Distribution SX.e.,
MS Office (Word, Excel, PowerPoint, SharePoint & Outlook),
Oracle ERP,
Proven Solutions Accounting ERP,
Restoration Manager,
SAP ERP,
SmartSheet,
Xactimate,
Workday.

Employment history

Senior Production Planner, May 2024 - Present

Daifuku Intralogistics America, Hobart, IN

- Planning manufacturing outsourcing of conveyor segments and working closely with cross-functional teams
- Oversee prioritization of 'Specials' materials in production schedules
- Assist with SAP Variant Configuration, including data entry of table structures, values, dependencies, and constraints
- Compile and report critical metrics, including Plant Capacity, KPIs, and S&OP data to support strategic decision-making
- Ensure processes and activities comply with ISO 9001 standards

Fabrication Production Supervisor, Mar 2023 - Apr 2024

Distribution International, Hammond, IN

- Launched and led a new 2nd shift, boosting production by 15% and meeting delivery targets
- Oversaw multiple departments, conducted payroll, managed hiring, resolved worker disputes, and fostered teamwork to exceed production targets, enhancing workflow and output
- Implemented quality assurance measures and significantly reduced waste through lean practices

Advanced to 1st Shift Fabrication Production Supervisor

Production Planner/Scheduler, Sep 2021 - Mar 2023

Distribution International, Hammond, IN

- Elevated production efficiency by leveraging technology and introducing new scheduling tools and strategies
- Ensured timely material delivery through effective supplier coordination by collaborating with the company Buyer
- Achieved internal financial goals and customer delivery targets

Promoted to 2nd Shift Fabrication Production Supervisor for exemplary leadership and performance excellence

Production Manager, Jun 2019 - Jan 2020

ServPro of Western Lake County, Griffith, IN

- Developed project scopes and estimates using Xactimate and DryBook
- Enhanced resource allocation through detailed analysis of project requirements and managed vendor/subcontractor contracts
- Performed site visits to uphold quality standards, OSHA compliance, and adherence to building codes and permit processes
- Facilitated communication among contractors, adjusters, inspectors, and clients for improved project outcomes

Operations Coordinator, Apr 2018 - May 2019

XBE LLC, Chicago, IL

- Achieved 99.35% order fulfillment rate through efficient dispatch management
- Expanded Midwest operations by forging and cultivating robust carrier partnerships and improved operational efficiency by refining onboarding processes for clients and truckers
- Contributed to software enhancements through client consultations, resolved billing discrepancies, and conducted out-of-town training sessions to ensure proper software usage and gather client feedback for further improvements

Construction & Operations Administrator, Sep 2017 - Apr 2018

Allen Restoration Group, Inc., Lombard, IL

- Led the implementation of tech and business solutions to increase productivity
- Managed project information and documentation to ensure timely execution
- Tracked project schedule and handled project close-out to tie up all loose ends
- Generated project profit & loss reports, conducting collection calls as needed

Fulfillment Associate / Team Leader, Oct 2016 - Feb 2017

Amazon, Lisle, IL

- Boosted team efficiency by training new hires and optimizing route plans for on-time deliveries
- Achieved a record-low misplacement rate of under 1%
- Delivered comprehensive end-of-day tracking reports on Flex Drivers' performance to the Operations Manager

Team Coordinator (Mitigation, Reconstruction, Contents, and Building Maintenance Dept.), Dec 2014 - Feb 2016

Skyline DKI, Blue Island, IL

- Coordinated a \$2M+ project through strategic scheduling, material procurement, and effective vendor and subcontractor management

- Streamlined operations by analyzing project costs, managed detailed aging reports and account reconciliations, and introduced new procurement strategies for customized orders
- Conducted thorough reviews of customers' insurance policies to verify coverage accuracy, represented clients' interests with insurance adjusters, and facilitated prompt disbursements from mortgage companies as applicable

Project Coordinator (Large Loss Construction), May 2014 - Nov 2014

Restore Construction, Inc., Franklin Park, IL

- Streamlined permit processes and ensured city and state compliance by coordinating inspections and managing subcontractor information
- Collaborated with Project Managers to acquire timely job updates and vital subcontractor information for permit applications
- Optimized project setup, enhancing execution and coordination for large-scale construction losses

Operations Supervisor, Jun 2010 - May 2014

InfoTrack Information Services, Deerfield, IL

- Conducted courthouse searches across 6 Cook County locations, utilized court research, MVR reports, PACER, and other docket search databases to enhance criminal checks and provide a comprehensive view of candidate histories
- Ensured the accurate issuance of FCRA-compliant criminal and education background checks through quality assurance measures while maintaining well-organized archived records and compliance documentation
- Optimized expense reporting and streamlined courthouse research process, reducing associated copy fees by 33% within the first month

Promoted to Operations Supervisor from Field Researcher/Records Analyst for demonstrating initiative, proactive problem-solving, and the ability to handle increased responsibilities.

Operations Analyst, Jun 2008 - Oct 2009

IntraVex LLC / StrategIQ Commerce, Chicago, IL

- Utilized data analysis skills to develop effective proposals for customer small parcel shipping and logistics services, contributing to the negotiation of significant business contracts
- Conducted high-volume audits of FedEx, UPS, and DHL bills to identify overcharges and savings opportunities for clients
- Performed in-depth rate analysis and modeling to confirm contract compliance and service level achievement

Operations Representative - Wholesale Lockbox Dept., Aug 2004 - Jul 2008

LaSalle Bank / Bank of America, Chicago

- Ensured accurate check information entry for A/R clients in a high-paced setting, recognized as 'Top Data Entry Personnel' for multiple months
- Worked within the framework of the Sarbanes-Oxley Act, gained practical knowledge of corporate governance and financial regulation

Assumed the role of Weekend Shift Representative, advocating for employees and enhancing communication channels

Education

MSc Procurement, Logistics, and Supply Chain Management, Jul 2023 - Present

University of Salford - Salford Business School Distance Learning, Salford, UK

Dissertation (In Progress)

- Title: Advancing Compliance and Sustainable Manufacturing: The Role of Lean Methodologies in Navigating the Toxic Substances Control Act and the Lautenberg Act Amendments (Expected December 2024)
- Description: Investigating the use of Lean methodologies in U.S. manufacturing companies to address compliance challenges from the TSCA and Lautenberg Act Amendments, focusing on improving operational efficiency, regulatory compliance, and sustainability.

Specialization in Strategy Certification, May 2024

Harvard Business School Online

April 2024 - May 2024: Sustainable Business Strategy Certification

May 2023 - July 2023: Economics for Managers Certification

March 2023 - May 2023: Strategy Execution Certification

Disciplined Agile Scrum Master Certification, Feb 2023 - Feb 2025

Project Management Institute

Certification Number: 3425337

Principles of Adjuster Estimatics: Tactical Xactimate Training, Oct 2017

AdjusterPro LLC

AAS Business Administration, Dec 2010

Robert Morris University Illinois, Chicago, IL

Military Service

Illinois Army National Guard, Sept. 2016 - Dec. 2018

E3 Private First Class, Unit Supply Specialist (Honorably Discharged)