SUSAN P. FICTION 456.678.9012

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SUMMARY OF QUALIFICATIONS

- Professional individual offering a solid background in supervision and operations management.
- Extensive experience within the transportation and manufacturing industries.
- Solid leadership background, with the ability to provide strategic direction for improved maintenance and production efficiencies. Develop cohesive team structures and drive company visions into viable, realized goals.
- Comprehensive understanding of Federal and State Regulations with regard to safety operations and procedures, as they apply to OSHA and ADA standards.
- Solid industry, technical, equipment and computer tracking knowledge. Able to troubleshoot problems and offer effective, workable solutions. Computer proficient.

PROFESSIONAL EXPERIENCE

OPERATIONS MANAGER & TRAINING PROGRAM COORDINATOR
Space Age Energy Company, Any City, State **2004 – Present**

- Direct all departmental operations, including workforce, maintenance, production, and operations management.
- Wrote Operator Training Program, including formal qualifications guidelines, to quantify training goals and ensure professional competencies are achieved. Produce documentation for each participant.
- Lead team building program through the creation and coordination of team efforts, and produce collaborative solutions requiring multiple specialized skills. Program has successfully reduced operational redundancies and increased shift productivity by 45%.
- Team with engineers to produce effective solutions, including development of a new distillation process that increased productivity by 10% and improved overall efficiency.
- Manage various complex installation and overhaul projects with budgets in excess of $1MM. Direct contract negotiations with vendors, and coordinate efforts of contractors, plant personnel, vendors and outside sources.
- Revised inventory management and storage methods, and created a flat-file database (using MS Access) that allowed inventory search and tracking by name or part number. Inventory restructuring enabled company to recapture $120K in redundant stock and produced a $165K tax and administrative savings. Reduced inventory management time by 50%.

SUPERVISOR
Stateman Shipping, Any City, State **2001 – 2003**

- Directed third shift operations and personnel management.
- Monitored and ensured compliance to DOT regulations.
- Managed customer service in the delivery of expedited overnight parcels and materials.
- Worked closely with field operators to identify and direct efforts in the location of mechanical problems, providing timely, cost-effective solutions.
- Created and implemented a computerized tracking and inventory management system.

EDUCATION

University of Import, Any City, State **2000**

- **BACHELOR OF BUSINESS ADMINISTRATION**

PROFESSIONAL ASSOCIATION

- American Business Association

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