

JOHN SMITH

1234 Any Street ♦ Phoenix, AZ 12345 ♦ (602) 555-5555 ♦ emailaddress@gmail.com

OPERATIONS MANAGER/PROGRAM MANAGER

Site Operations Managers with more than 20 years of experience in Aerospace and more than 3 years of experience managing the daily operations of a \$37 million Aerospace/Defense contract. Extensive experience managing production schedules and the performance of 40+ employees. Results-oriented leader with a proven track or success leading teams, increasing production, and improving overall efficiency. Well-developed skills with employee management and training, estimating, and contract negotiations.

Areas of Expertise

**Operations Management | Production Planning & Scheduling | Employee Management & Training
Estimating | Aerospace/Defense | Manufacturing | Contract Negotiations**

EXPERIENCE

ABC Company, Phoenix, AZ

April 1989 - Present

Site Operations Manager (April 2007 – Present)

- **Manage an aerospace repair/refurbishment depot with a current 3-year contract value of \$37 million.**
- Responsible for \$315 million of US and Foreign government parts and hardware.
- **Manage the production schedules and performance of 43 employees; ensure that projects are completed on schedule and within budget.**
- Communicate directly with other defense contractors and the Program Manager and Director on a regular basis.
- Responsible for coordinating subordinate employee recruitment, selection and training, performance assessment, work assignments, salary, and recognition/disciplinary actions.
- Provide direction to subordinates based on general policies and management guidance; ensure that work is completed and reviewed and that it meets objectives, standards, and specifications.
- Interpret and execute policies and procedures that typically affect subordinate organizational units.
- Conduct briefings and participate in technical meetings for internal and external representatives concerning specific operations.

Key Accomplishments

- Achieved Outstanding Contractor Assessment Performance Reports for the Arizona Support Facility from the US Army AVN & Missiles command. Two Exceptional Grades (2008), Three Exceptional Grades (2009).

Production Control Supervisor (July 2002 – March 2007)

- **Supervised 30+ employees overseeing all production schedules and contract obligations for the repair and refurbishment activities at the depot facility.**
- **Ensured that all projects are completed on schedule and within budget.**
- Provided team leadership for a team tasked with increasing quality, productivity and efficiency.
- Coordinated subordinate employee recruitment, selection and training, performance assessment, work assignments, salary, and recognition/disciplinary actions.
- Provided direction on activities and behaviors; motivated team members and facilitated team meetings.
- Identified and analyzed problems, plans, tasks, and solutions.
- Provided guidance regarding team development, performance, and productivity issues.
- Monitored team budget and ensured proper use of assets.
- Recommended modifications to operating policies.
- Reviewed work upon completion for adequacy in meeting objectives.

Flight Line Operations Supervisor (January 1999 – July 2002)

- **Supervised 4 employees overseeing the maintenance and test evaluations for Target Acquisition Designation Systems & pilot Night Visions Systems on the AH6D aircraft at the Boeing Helicopter production facility in Mesa; included flight test engineering and Pilot training activities.**
- Conducted technical analysis of product implementations, modifications and enhancements to product in accordance with specific customer specifications and implementations.
- Troubleshoot technical problems and issues, determines technical solution in accordance with product and customer specifications, and recommended actions to company or customer representatives for coordinative product solution.
- Acted as local on-site representative to customer's organization.
- Guided the successful completion of major programs, functioning in a project leadership role when necessary.
- Represented the organization as the prime technical contact on contracts and projects.
- Interacted with senior external personnel on significant technical matters often requiring coordination between organizations.

Senior Field Engineer (January 1995 – January 1999)

- Conducted technical analysis of product implementations, modifications and enhancements to product in accordance with specific customer specifications and implementations.
- Troubleshoot technical problems and issues, determines technical solution in accordance with product and customer specifications, and recommended actions to company or customer representatives for coordinative product solution. Assesses product needs in accordance with customer specifications.
- Conducts technical training and product briefing with customers, vendors and company representatives.
- Acts as local on-site representative to customer's organization.

Field Engineer (January 1992 – January 1995)

Field Engineer Associate (January 1989 – January 1992)

United States Air Force

February 1983 – April 1988

Component Repair Specialist

- Repaired communication and navigation equipment on EF and F111B Fighters/Bombers.
- Repaired and maintained all equipment to the component level.

Key Accomplishment

- Sergeant (E4), 5 years Honorable Discharge
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EDUCATION

University of Louisville, Louisville, KY

May 1996

Bachelor of Science Degree in Occupational Training and Development

Central Texas College, Killen, TX

Associates Degree: General Studies

COMPUTER SKILLS

Microsoft Word, Excel, Outlook, PowerPoint, Communicator