
MANAGEMENT

Quality Control • Production • Aviation • Recruiting/Sales • Electronics

Offering over 20-years management experience in Aviation Maintenance, Quality Control, Production, Sales, and Electronics both in the US Navy and in civilian environments. Recognized as a top performer, demonstrating superb leadership and excellence daily; team-focused and self-motivated to achieve all goals. Provides growth and development of juniors and peers, with the mentoring, training, and leadership for top performance. Demonstrates excellent technical expertise; a quick learner, with a Bachelor of Science degree in Professional Aeronautics. Innovative, develops solutions that save significant money while increasing quality. Customer service oriented, resulting in numerous awards for excelling in sales. Commands respect from peers, superiors, subordinates, and customers.

Computer Expertise: Access, Excel, Word, PowerPoint, Windows, KRONOS, Local Asset Management Databases

PROFESSIONAL EXPERIENCE

Project and Aviation Management

- ***Earned Bachelor of Science Degree in Professional Aeronautics, as a Dean's List Scholar with a 3.79 GPA.***
- Directed the flawless installation and integration of 6 special intelligence systems, resulting in more capable aircraft, recognized for the first ever successful test and operational employment of EP-3E Digital SATCOM in the Pacific.
- Managed special projects unit, providing a high-level of productivity, with 54 special installations in 12-months.
- Managed relocation of Special Projects Division from Misawa, Japan to Whidbey Island, WA successfully managing all relocation tasks with minimum resources and personnel.
- Designated "Enlisted Aviation Warfare Specialist," providing over 120 hours of training to other personnel.
- Managed programs leading to zero discrepancy grade of OUTSTANDING in annual inspections.
- Oversaw the relocation of avionics maintenance shop. Installed and provided all power sources for over 100 test benches while maintaining squadron support and earning "Letter of Accommodation" for accomplishments.

Production and Maintenance Management

- Supervised 28-person team, providing the mentoring, leadership, and motivation to manufacture intravenous solution bags, IV solution over-wrap bags, and injection site tips for IV bags.
- ***Led Performance Management Teams for 2 Kiefel and 9 injection site machines – resulting in 2003 Company Award.***
- Recognized as "System Pro" on over-wrap Cast Film Extruder, ensuring Standard Operating Procedures (SOPs) were adhered to, reviewed quarterly, and updated as required.
- As Branch Avionics Supervisor, guided 22 intermediate and micro-miniature repair technicians, providing the leadership, mentoring, and expertise to streamline operations, resulting in a 47 percent reduction in backlog.
- Utilizing strong leadership skills and initiative, orchestrated record-setting Forward Looking Infrared (FLIR) readiness during Operation Enduring Freedom, resulting in an unprecedented 98% readiness for 22 aircraft.
- Promoted teamwork concept by providing the initiative and leadership to improve productivity, reduced maintenance backlog by 50% earning 2 "Work Center of the Month" awards.

Quality Control Management

- ***Designated as an "All Systems" Quality Assurance Representative, only one in a 300-person maintenance department.***
- Managed a 7-person team as a Quality Assurance Division Supervisor, overseeing all QA mandated operations.
- Maintained a certified 2M site with zero discrepancies and established new work center as a 2M certified site.
- Supervised avionic installation teams providing troubleshooting, repair, and maintenance of avionic systems while adhering to all safe-for-flight requirements.
- As manufacturing supervisor, maintained a 105% Quality Index (QI), surpassing company's goal of >100% and has kept defects-per-million (DPM) at .93%, bettering the company's goal of <1%.
- Pro-active in Baxter Healthcare's Quality Management Program. Utilizing Quality Leadership Process (QLP) principles, instilled continuous improvement theory upon employees enabling company to exceed quality goals.
- Utilized Lean Manufacturing "Six Sigma" training and following GMP guidelines, ensured manufactured product adhered to FDA's approval and ultimately internal and external customer satisfaction.

Electronics and Avionics Systems Management

- Engineered a supplemental cooling system for critical avionics systems on two EP-3E aircraft in Arabian Gulf preventing abort missions that attributed to a 96% mission completion rate
- Developed and implemented overhaul and repair procedures for the new Aries II OE-320 Antenna Pedestal by designing and building interface test box that integrated two navigation test benches to simulate aircraft operation. Reduced test and repair time by 40%. Cost savings averaged \$3,000 per inducted unit with ultimate savings of \$150,000 the first year.

Recruiting/Sales

- Led and trained 4 recruiters, providing the leadership, mentoring, and motivation to successfully recruit qualified personnel for entry into the Navy in Western North Carolina, recruiting in accordance with applicable regulations.
- **Reduced attrition rate from 19.8% to 8.3% through effective leadership.**
- **Anticipated problems, offered viable solutions, attaining 107% contract goal in FY-2002, 135% in FY-2001.**
- Provided award-winning leadership:
 - ✓ Selected as Medium Station of the Year for FY-2001 and FY-2000.
 - ✓ Contributed to selection as District Zone of the Year for FY-2001.
 - ✓ Earned Admiral's Accelerator Zone Award for attaining highest cumulative total percentage of New Contract attainment, 4th Quarter, FY-2001 and 1st Quarter, FY 2002.
 - ✓ Set the pace for all other canvassers and recruiters at station, earning Golden Twenty Award, Rookie Recruiter Award (2), and Skippers Ace Award.

Operations Supervisor, Plastics Medical Delivery Department, BAXTER HEALTH CARE, Marion, NC 2/2003 – 6/2004

UNITED STATES NAVY 9/1980 – 10/1984; 10/1986 – 1/2003

Avionics Maintenance Supervisor, USS JOHN F. KENNEDY, Mayport, FL (3/2002 – 1/2003)

Recruiter and Recruiter-In-Charge, NAVAL RECRUITING DISTRICT, Raleigh, NC (12/1998 – 3/2002)

QA Representative / Work Center Supervisor, FLEET AIR RECONNAISSANCE SQUADRON ONE (2/1996-12/1998)

Electrical Work Center Supervisor / Technician, AIRCRAFT INTERMEDIATE MAINTENANCE, Patuxent River, MD (1/1993 – 1/1996)

Aircraft Intermediate Maintenance Supervisor / Technician, US NAVAL STATION, Rota, Spain (11/1989 – 12/1992)

Student, NAVAL AIR TECHNICAL TRAINING CENTER, Millington, TN (1/1989 – 11/1989)

Electronic Counter-Measurement Technician, FAIRECONRON ONE, San Francisco, CA (10/1981 – 10/1984; 10/1986 – 6/1988)

Electrician, Sullins Electric, Spruce Pine, NC 10/1984 – 10/1986

EDUCATION AND SELECTED TRAINING

Bachelor of Science in Professional Aeronautics, EMBRY-RIDDLE AERONAUTICAL UNIVERSITY, Daytona Beach, FL

3.79 GPA, Dean's List of Scholars

Coursework included: Business Statistics, Exploration Physics, Aviation Regulation, Aviation Law, Aviation Insurance, Technical Report Writing, Principle of Management, College Math/Aviation I, Macroeconomics, Basic Aerodynamics, Decision Mathematics, Airline Management, Transportation Principles, Microeconomics, Public Administration, Airport Development and Operations, Values and Ethics

Chief Petty Officer Leadership

Persuasive Communication Course

Enlisted Navy Recruiting Orientation Course

Occupational Safety and Health for Supervisors

Introduction to Microsoft Excel

Miniature Electronic Component Repair

Aviation Fundamentals School

Recruiter-in-Charge

First Class Petty Officer Leadership Course

Micro-electronic Repair

Team Skills and Concepts

Aviation Maintenance Ratings Supervisor

Advanced Avionics "C" School

Avionics Class "A" School

SELECTED CERTIFICATIONS AND AWARDS

Maintenance Person 3M/301

Work Center Supervisor

Recruiter-In-Charge

Surface Mount Technology (SMT) Certification

Special Install O and I Level Maintenance Technician

S. E. License A/M 26U-4, MMG-1 and MMG-2

NAMP "O" and "I" Collateral Duty Inspector (CDI)

Communications Security Material System (CMS) User Qualification

Quality Assurance Representative for All Systems – EP-3E, UP-3A/B, P-3C Aircraft

Navy and Marine Corps Commendation Medal

Meritorious Unit Commendation (5)

National Defense Service Medal (2)

Sea Service Deployment Ribbon (5)

Navy Recruiting Service Ribbon

Letter of Commendation (Thirteenth Gold Wreath Award for Recruiting Excellence)

Repair Parts / Supply Petty Officer

Division Officer

P-3 Brake Rider, P-3 Engine Turn AFT Observer

Production Control Duty Chief

Enlisted Aviation Warfare Specialist

Micro Miniature Electronic Repair Certification

Certification on MMG-1 and MMG-2 Equipment

Navy and Marine Corps Achievement Medal (3)

Good Conduct Award (6)

Armed Force Expeditionary Medal

Navy and Marine Corps Overseas Ribbon (3)

Numerous Letters of Appreciation

Held Secret and Top Secret Clearance