

RESUME 386

OBJECTIVE

Highly motivated, knowledgeable, and results-driven professional seeking to secure a position with your company as a *Manager, Supervisor, other key role in Operations, Production, Warehouse, Shipping & Receiving, or as applicable*, utilizing my extensive skills, training, expertise, and experience

SUMMARY OF QUALIFICATIONS

- Over 20 years' experience in various management positions, including in multiple site locations, in production, warehouse, purchasing, and sales settings, most notably in the pallet-building industry, supervising up to 30 workers per shift, producing 2,000 units per day and approximately 500,000 units per year
- Proficient with staffing and workforce development including interviewing, hiring, training, scheduling, delegating work orders, monitoring all work activities for quality, expediency, and safety, conducting performance evaluations, and implementation of disciplinary measures and terminations, as needed
- Over 20 years' experience operating various machines in a production/manufacturing setting, producing wood pallets and other wood and fiberglass products
- Operates forklifts (certified), pallet jacks, production equipment, and most hand and power tools
- Over 20 years' experience in sales and providing uncompromising highest standards of customer service to both internal and external customers, in wholesale products (wood pallets), manufacturing, property management, and carwash/bottle redemption industries offering intelligent options customized to individual needs, negotiating pricing and terms, and resolving issues to their complete satisfaction
- Fully trained, certified, in compliant to all OSHA safety rules and regulations, as well as strict adherence to Lock-Out/Tag-Out protocols and procedures, confined space, and the wearing of PPE
- Utilized as a knowledgeable and respected resource, highly regarded and relied upon by principal owners, all levels of management, peers, staff, and customers, the "go-to" professional, to provide sound judgment, well-informed decision-making, and solutions to complex operations, production logistics, vendor sourcing, and customer relations issues, through the formulation and implementation of effective strategic action plans when others cannot

PROFESSIONAL EXPERIENCE

04/16 - Pres. **Manager**

Eastside Enterprises, Niagara Falls, NY

- Responsible for the management of a dual business, self-serve carwash and can/bottle redemption center at 3 locations, supervising up to 10 employees, delegating assignments, and ensuring that customers are tended to in a professional manner and all tasks are completed on schedule
- Uniquely qualified and selected by the company, solely responsible for the 2nd property set up, configuration, installation of organizational and business systems, interviewing and hiring new staff, providing professional development to all employees, including establishing SOP for interacting with customers, and much more
- Collects money from individual self-serve carwash and vacuuming machine containers, up to \$1,500 per day, and prepares next day deposits for the owner
- Receives bottles and cans from customers, calculating New York State deposit money to be remitted, maintaining/updating daily logs for accurate bookkeeping
- Maintains cleanliness in the store, especially washing and wiping the sorting tables, as well as keeping the car wash bays clean, occasionally utilizing a power washer
- Performs regular PM on the carwash system and assembly, diagnosing/troubleshooting issues and effecting minor repairs, as able, otherwise coordinating and scheduling service technicians to rectify problems of a more complex nature

10/15 - 02/16 **Construction Assistant**

Center for Employment Opportunities, Buffalo, NY

- Performed a wide range of duties under the direction of a supervisor for renovation and remodeling of properties for purchase by families with specific socio-economic qualifications, utilizing a special state-funded subsidy program facilitating home ownership with 0% financing
- Installed new drywall and sheetrock, refinishing existing hardwood floors using floor sanders, applying stain and polyurethane, etc.
- Installed rough framing, insulation, windows, floors, etc.

- 03/14 - 09/14 **Property Manager / Maintenance**
Haylor Properties, LLC, Niagara Falls, NY
- Responsible for the management of up to 92 apartment units in single home, double, and complexes located throughout the City of Niagara Falls
 - Screened for new tenants, performing background checks, securing deposits, and administering lease signings
 - In charge of all property maintenance, supervising up to 6 workers divided into 2 crews, making repairs to plumbing, electrical, drywall, painting, carpeting, tile, roofing and other exterior, as well as interior work and preparing apartments for new tenancies
- 01/12 - 06/12 **Production Specialist**
Metal Cladding, Inc., Lockport, NY
- Responsible for manufacturing fiberglass housing used in the production of military tanks
 - Utilized pneumatic equipment to grind and shape fiberglass
 - Ensured that sufficient supplies of raw materials were present for next day's production
- 05/11 - 12/11 **Production Specialist**
Tonawanda Coke, Corp., Tonawanda, NY
- Responsible for crushing and pulverizing coal into small granules or pieces and then
 - Operated various machines in the production of coke for shipment to electrical power plant
 - Operated pay loaders and conveyors to transport raw materials and finished product, dumping coke into staging areas throughout the yard to then dump into yard trucks
 - Maintained railways to transport cars of coke to connect with locomotives and other railroad cars
- 03/10 - 11/10 **Warehouse Specialist**
DKP Steel, LLC, Tonawanda, NY
- Responsible for supplying production stations with sufficient supplies of steel to be processed and prepared to be shipped to automotive manufacturers
 - Retrieved processed steel from production, transported it to a weighing station, then inventoried the product, placing steel onto pallets and staging areas
 - Upon receiving requisition documents, transported specific part-numbered steel to shipping docks and loaded shipments accordingly
- 07/07 - 01/10 **Grade Man / General Labor**
Metzinger Trucking, Inc., East Amherst, NY
- Responsible for assisting with the excavation and grading of worksites for new home- builds
 - Operated Bobcats, bulldozers, mini-excavators, etc.
- 05/90 - 11/06 **Plant Manager / Sales Manager**
Lumberjack Pallet & Wood Products, North Tonawanda, NY
- Managed a production crew of 30 workers manufacturing and re-manufacturing wooden pallets and other products, producing approximately 2,000 pallets per day and 500,000 per year
 - Oversaw Production, Quality/Process Control, Inventory Management and Safety Control
 - Communicated routine assignments to crews based on department priorities and objectives
 - Assigned and adjusted crews according to prioritized schedules, equipment breakdowns and material availability to ensure production lines were properly staffed to minimize production loss
 - Updated production schedules and approved overtime coverage as needed
 - Responsible for inputting productivity measurements and managing on-line production reports
 - Communicated and coordinated the appropriate response to any safety issues on the shift and acted in accordance to OSHA and other regulatory guidelines
 - Ensured the assigned operators had proper safety training and certification credentials as required
 - Coordinated and scheduled logistics, deliveries and pick-ups
 - Selected and responsible for purchasing, marketing, and sales of products to new and existing customers and developed major customer expansion with large corporations in Western New York such as Perry's, 3M, Occidental Chemical, and more

EDUCATION

Regents Diploma

Majored in Industrial Arts

Clarence Central Senior High School, Clarence, NY