

CURTIS PARKER

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MATERIALS MANAGER • OPERATIONS MANAGER

Providing Career History Saturated with Achievements Increasing Profit, Improving Processes, and Enhancing Productivity ... Provides Significant Experience Leading and Supporting Operations throughout Diverse Departments Efficient and Effective Data Miner and Team Leader ... Able to Embrace and Maintain Focus on Company Missions

AREAS OF STRENGTH & EXPERTISE

- Data/Business Analysis
 - SQL Query Development
 - MRP Implementation
 - Inventory Management
 - Supply Chain Analysis
 - Budget Forecasting
 - Relationship Building
 - Client Management
 - Employee Relations
 - Quality Management
 - P&L Responsibility
 - Information Technology
 - Electronic Data Interchange (EDI)
 - Accounts Payable/Receivable
 - Budgeting & Expense Reports
 - Strategic Business Planning
 - Policy/Procedure Development
 - Warehouse Management
 - Inside Sales Management
 - Systems Implementation
 - Database Admin/Design
 - Relationship Management
 - Cost Review/Expense Control
 - Performance Evaluations
 - Margin Improvement
 - Operations Analysis
 - LEAN Manufacturing
 - OSHA/EPA Compliance
 - UL/CSA
 - ISO 9002/14001
 - Certified Quality Auditor
 - Data Management
 - Program Implementation
 - Staff Training & Development
 - Vendor Negotiations
 - Workflow Management
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PROFESSIONAL EXPERIENCE

123 COMPUTERS INC. ... Lewis Center, Ohio

November 2005 to February 2008

Computer reseller and service provider with 10-12 operating locations nationwide; generates \$250 million annually with operations supported by 800 employees, including contracted labor. Majority of customers include banks and insurance companies.

Director, Product Operations & Inside Sales

Functioned with profit/loss, budgeting and forecasting accountability for data analysis from freight and MFG rebate operations, outside sales support, order entry and account development, and product and project warehousing and shipping/receiving (\$4 million inventory); annual revenue under scope of responsibility totaled \$195 million. Reported to Executive Director of Product Business Development.

Ensured performance of 55 associates (including 4 management direct reports, inside sales, operations analysts, integration center and warehouse associates); selected, trained, and evaluated performance of direct staff; assisted with selection of indirect reports under managers. Supported internal and external customers; addressed order quoting, order processing, order status and follow up.

- **Dramatically increased profitability \$1.9 million over 16 months;** gross profit from product business increased from 5.9% to 7.1%. Delivered specific data enabling senior management to execute business decisions for \$200 million product.
- **Originally brought in as product operations manager and tasked to streamline processes, create reporting tools and increase gross margin;** ensured performance of 2 operational analysts responsible for MFG rebate collections and increase in freight profitability.
 - Collaborated with operational analyst on vast improvements through development of access database holding entire rebate process; immediately identified and collected rebates and picked up \$22,000 within first month of implementing database.
 - Worked with operational analyst on development of database importing shipping detail and immediately located margin additions; increased freight margin to 55% from 30%, translating to \$500,000 annual gross profit increase. Also increased margin through volume incentive reports, backlog reports and pricing reports.
- **Lowered backlog average from \$3.5 million to \$2.7 million** with creation of report combining information including product categories, manufacturer codes and sales representatives placed into Access database to produce precise details required; collaborated with report users to customize relative versions of reports.

- **Reduced labor by 2 positions, saving \$80,000 annually**, by streamlining inside sales order flows, creating customized backlog reports and implementing solutions allowing for addition of outside sales representatives without need for additional inside sales representatives.
- **Elevated inside sales team quality scorecard to 3.6 from 3.1 out of 5 points over 6 months**; score provided by outside sales and external customers.
- **Contributed to \$9,000 stockroom improvement capital expense project** securing warehouse racks and bringing facility into OSHA compliance.
- **Saved company \$10,000-\$12,000** after strategically quoting out freight services to several freight companies.
- **Lowered expenses \$40,000 annually** after leading credit card project moving from level 2 to level 3 transactions.
- **Saved \$4,000 annually with development of tools driving down obsolete inventory.**
- **Amidst acquisition by PC Mall, served as member of consolidation team** with responsibility for leveraging PC Mall freight contracts for lower rates and providing data to merge integration centers of both companies.
- **Led operation elevating project repair turnaround time for large client to 90% of all repairs finished within 3 days (currently operating at above 90% for last 5 months)**; before project, company operated at 50% repairs within given time period.

AUTOMATION INNOVATION ... Westerville, Ohio

1999 to November 2005

Global provider of industrial automation control and information solutions; products range stand-alone, industrial components to enterprise-wide integrated systems in wide range of industries and most demanding manufacturing environments. Generates more than \$5 billion annually with operations supported by 20,000 employees.

Manager of Manufacturing Operations**Purchasing/Inventory Manager**

Functioned in positions simultaneously during peak business levels (growing 10%-12% annually); joint profit/loss responsibility for \$15 million annual revenues in material, purchasing and warehouse departments. Responsible for recruiting, hiring, training and supervision of 10 employees.

- **Negotiated with president of vendor company for 12% reduction in circuit board costs (amidst lower quantities purchased than previous year)**; calculated to \$300,000 annual margin addition for parts and played instrumental role in achieving bonus for PPV goal.
- **Guided 2 MRP implementations in facility and assisted with 2 implementations at other facilities**; learned new system functionality, provided system education to department managers, performed gap analysis addressing issues, and collaborated with IT staff on modifications and solutions; introduced parts ordering directly through repair system, interfacing into MRP system.
- **Contributed to setup of Kanban for material replenishment of floor stock (expense) items**; reduced probability of operating without expense materials and provided ability to stock less due to better controls

EDUCATION**NORTH CENTRAL TECHNICAL COLLEGE** ... Mansfield, Ohio

Associates Biomedical Degree, 1991

Associates Degree Electronic Engineering Technology, 1987

TECHNICAL PROFICIENCIES

Microsoft Access • Microsoft Excel • Microsoft Word • Microsoft Project • Microsoft Outlook
Microsoft PowerPoint • Microsoft Visio • Lotus Notes • Sybase Infomaker • Microsoft SQL Server