

# Jeff Miller

1313 Mockingbird Lane  
Forest Way, TX 12345  
jeffmiller@email.com

555-555-5555  
444-444-4444

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**Operations Director** with strong technical and business qualifications and an impressive track record of more than 15 years hands-on experience in strategic planning, project management and system engineering strategies.

- Oversee the strategic and operational direction of the company's Global Business Development and Operations in order to provide streamlined operations, reduced operating costs and greater profitability.

**Adept Strategist with exceptional ability to resolve complex business challenges and attain peak performance.**

- Saved \$200K by minimizing contamination during changeovers.
- Developed innovative orientation and on-going training program for operators which reduced turn-around 76%.

**Tenacious achiever who improves profitability by targeting inefficiencies and minimizing expenses.**

- Met production metrics by improving efficiency and throughput times 25%.
- Decreased packaging costs \$200,000 annually by reengineering equipment and utilizing contract labor.

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## EDUCATION

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Project Management for Global Leaders, 2002, University of Michigan  
Master of Business Administration, 1997, Kellogg School of Management, Evanston, IL  
Bachelor of Electrical Engineering, 1983, Pennsylvania State University, State College, PA  
Additional Technical Training, Certified Project Management training, ISO 9000 certification training.

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## EXPERIENCE

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Operations Director, AZM Technologies, Rockford, IL (2003-Present)

- Responsible for staffing and growing this producer of high efficiency plastics coating and substrate manufacturing.
- Cultivated successful relationships with industry-leading customers such as J&L, Hoover, and TEK International.
- Slashed manufacturing costs \$300K over 2 year tenure.
- Generated \$2 million 1st year revenue through global outsourcing.

Operations Manager, AZM Technologies (1999-2003)

- Managed 30K metric ton capacity facility. Doubled throughput taking under-performing plant to one of the top producers within division.
- Key participant in successful negotiation of 2 union contracts.
- Created safety program and reduced OSHA recordable incidents from 4.5 to zero in 1 year.
- Led 65 employees in manufacturing 9 million pounds annually plastics coating materials.
- Hosted groundbreaking for \$10 million site expansion and capital improvements.
- Directly responsible for 6 supervisors within the operations group.
- Responsible for improving output, yield and scrap costs.
- Reduced scrap costs 15% for a yield increase of \$125K.
- Created successful employee development plan leading to 4 corporate-level promotions.
- Ensured all external commitments were met.

Production Supervisor, Coroplex Plastics, Ann Arbor, MI (1993-1999)

- Responsible for 30 member operating team.
- Created lean production line, reducing headcount and combining steps to improve product work flow.
- Recognized by team members for leadership.
- Responsible for directly reporting to staff on all operations data.
- Achieve ISO 9002 registration on initial audit; upgraded to QS 9001 within 9 months.

Production Engineer, Coroplex Plastics (1992-1993)

- Directed plastic coating scientific-grade productions.
- Reduce product variation 25% through implementation of statistical controls and documentation.

Promoted through positions as line supervisor, engineer, and project manager with Pennsylvania based division of BIG Industries.

Clients over recent years have included IBM, Proctor & Gamble, United Airlines, Drum Forrester, Kerry Simons and HP.

Willing to relocate.

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## PROFESSIONAL EXPERIENCE

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Relocation - Willing to relocate.

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