

## PROFESSIONAL SUMMARY

Highly proficient manager with strong leadership capabilities and 30-year proven track record for success, especially skilled at consistently achieving success in turnaround situations. Distinguished career marked by rapid advancement and management successes for multi-million dollar projects applying quality management and performance assurance principles. Professional engineer with expertise across multiple disciplines and in multiple environments from manufacturing to design and research. Experience managing personnel in various environments including union and non-union personnel and both smaller specialized teams and larger multi-disciplinary teams. Excellent communicator with the ability to liaise with various technical disciplines and personnel, including international personnel, at all levels. Creative, innovative, and technically savvy problem solver and leader with high level of technical expertise and experience using various business, management, engineering, and programming software.

## PROFESSIONAL EXPERIENCE

### Technical Project Manager

12/2010 – Present

*Environmental Sciences Division*

*Oak Ridge National Laboratory, Oak Ridge, Tennessee*

Charged with integrating project management techniques into research project planning and execution to provide more predictable outcomes at a reduced cost. Focus areas included improving planning, identifying barriers/risks, developing mitigation strategies, finding the shortest compliant path through internal processes that support research. Currently supporting climate change research projects that study the effects of climate change on ecosystems;

- < Spruce and Peatland Responses Under Climatic and Environmental Change (SPRUCE) a multi-year cooperative experiment with the Oak Ridge National Laboratory and the U. S. Forest Service to assess the response of northern peatland ecosystems to increases in temperature and exposures to elevated atmospheric CO<sub>2</sub> concentrations.
- < Next Generation Ecosystem Experiments (NGEE) Arctic a multi-year cooperative experiment lead by the Oak Ridge National Laboratory with Los Alamos National Laboratory, Brookhaven National Laboratory, Lawrence Berkeley National Laboratory, University of Alaska Fairbanks and our partners at leading universities and other state and federal agencies to study permafrost and snow dynamics and the many cascading impacts of a changing geophysical system on terrestrial ecosystems, surface and subsurface processes, land-atmospheric interactions, and landscape dynamics.

### SBMS Manager

08/2006 – 12/2010

*Office of Integrated Performance Management*

*Oak Ridge National Laboratory, Oak Ridge, Tennessee*

Promoted to the Standards Based Management System (SBMS) Manager after 6 months of employment to lead the SBMS improvement initiative and appointed Management System Owner of SBMS, after one year, responsible for the operation and improvement of the laboratory level policies and procedures system, including; reviewing deployment planning for new and changed requirements, confirming variance review by qualified staff, providing document change control oversight, driving improvement of the existing SBMS system, project planning and implementation for evolution of the system into a MapQuest like system, and implementing a workflow method the “How Do I?” paradigm in process and instruction delivery.

- < Successfully implemented a proof of concept for “How Do I?” to provide instructions to staff that are delivered through a work flow that forces requirements and ties to existing procedural documents.
- < Identified to serve as the ORNL Representative for the Battelle Corporate SBMS Managers Team, cooperating with managers from six other Battelle affiliated laboratories to define requirements for the MapQuest like system.

Hired as a Quality Representative for Quality Systems and Services Division to provide strategic support in the development and deployment of quality systems, tools, and methods to facilitate the accomplishment of Laboratory

goals and objectives. Responsible for implementation of quality management techniques, performance of assessments and effectiveness reviews, business process mapping for the Issues Management SBMS Procedure, development of internal operating procedures, and realignment of key procedures for core processes in the SBMS. Customers included the Human Resources (HR) Compensation Group and the Office of the Chief Information Officer (OCIO).

### **Director of Quality and Engineering**

**08/2005 – 04/2006**

*Knoxville Stamping and Assembly/Nortek Industries (CDI), Maryville, Tennessee*

Contracted to drive expedited compliance to ISO 9001:2000 requirements in a new factory environment that combined the diverse scope of metal stamping and assembly for the automotive industry with general metal fabrication and assembly for the boating industry and the detection industry.

- < Managed small, focused team of 2 engineers and 4 quality professionals and implemented both the Quality and Engineering Management Systems in compliance with ISO 9001:2000.
- < Led both the Management Team's Quality Improvement Team and the Corrective Action Team for Customer Issues.

### **Project Office Manager/Quality Manager**

**1995 – 07/2004**

*Philips Electronics, Philips Consumer Electronics, Business Creation Team PTV, Knoxville, Tennessee*

Served as the Project Office Manager/Quality Manager for 2 years implementing continual improvement in project management and operations while maintaining conformity with internal policies and procedures and ISO 9001:2000 requirements. Manager of the internal quality system audit program and certified ISO 9001:2000 Lead Auditor.

- < Led both the Management Team's Quality Improvement Team and the Corrective Action Team (customer issues).
- < Successfully completed organizational transition to revised ISO 9001:2000 requirements 1 year ahead of schedule.
- < Completed documentation of the PTV Business Unit business processes to deliver attainment of the Bronze Level under EQFM quality award by peer assessment on schedule.
- < Planned and implemented improvements in the overall operation of the in-house Certified Testing Laboratory, restoring profitability and facilitated the sale of the laboratory business.

Served as a Project Manager for 2 years managing a \$15.5M annual budget. Provided leadership to cross-functional teams: mechanical, electrical, and software design; purchasing; finance; marketing; quality; manufacturing; and service. Responsible for development, industrialization, and marketing new projection television products for delivery in global markets. Member of the PTV Business Unit Management Team.

- < Exceeded aggressive target goal for the reduction of field claims for defective products for the 2002 product range, resulting in a 23.5% reduction in claims as compared to prior platforms.
- < Established a new supplier base and implemented the startup of a new manufacturing line in Mexico and China for the 2002 product range. Product design executed globally in the U.S., Belgium, and Singapore.
- < Planned and executed the \$14M project to deliver projection televisions from the 2002 product range to the U.S. and China, meeting all milestones and commitments.
- < Implemented a fast feedback system to allow design engineers to meet with service technicians via telephone to discuss field failures within 24 hours of the service call, allowing for rapid diagnosis and improved understanding by the developers to incorporate quality improvements in the products.
- < Drove the successful completion of the delivery of the 2000 product range after assuming leadership of the development project midway through its life.

Served as a Software Project Leader for 4 years providing leadership and hands-on programming for a team charged to develop and implement an Engineering Documentation System to manage product-defining information utilizing a client server relational database application. Responsibilities included the management of desktop support, development of user training, quality improvement, and enhancement planning.

- < Achieved the successful development and deployment of the first electronic engineering document management system within Philips Consumer Electronics with global accessibility on the Philips WAN.

- < Led the successful transition of the engineering documentation numbering control system from the Magnavox standard system to the Philips standard system with zero system failures.

### **Engineering Design Supervisor**

**1979 – 1993**

*Aluminum Company of America (Alcoa), Tennessee Operations, Alcoa, Tennessee*

Recruited from the Alcoa Headquarters in Pittsburgh, Pennsylvania to the Tennessee Operations as an Engineering Design Supervisor. Managed a multi-disciplinary engineering staff of 17-28 direct employees and supplemental contract employees charged with the maintenance and enhancement of the manufacturing facility and equipment. Project contracting budget up to \$450K annually.

- < Reduced cost per hour for purchased design services by 15% over two years (1991-1993).
- < Improved utilization of employees and enforced internal accounting procedures to reduce external design expenditures from \$450K down to \$58K per month (1991-1993).
- < Provided leadership of the recruiting effort to identify and attract highly qualified, new engineering graduates for employment opportunities at Tennessee Operations, including attainment of aggressive diversity targets.
- < Served as the Facilities Manager for the North Plant Office Building of Tennessee Operations.

Promoted to Staff Engineer and worked for 7 years on CAD/CAE/CAM systems. Managed a UNIX-based CAD system and was responsible for project management as well as system administration. Responsible for Project Management up to \$1M.

- < Created an automated method to identify and analyze costly order processing and material workflow pathways, and developed a concept for the optimal factory.
- < Initiated and led the CAD Council to unite engineering leaders from all Alcoa locations. Within 2 years, information sharing led to a reduction in CAD system diversity from 13 dissimilar systems to 5.
- < Developed an automated design system via CAD to perform component level design to aluminum ingot mold tooling based on desired final profile.
- < Trained in the Alcoa System for Quality Management including QFD, Quality Fundamentals, Statistics, Design of Experiments, and Project Management.

Worked as a Mechanical Design Engineer for 4 years providing designs and drawings for projects requested by Alcoa plants, including the design of in-plant equipment including welding and fastened assemblies, high tolerance mold tooling for casting and extrusions, high temperature applications for molten aluminum, and heat exchangers.

- < Specialization in designing equipment for recycling used beverage containers, melting and holding furnaces, and recuperation systems.
- < Received a letter of commendation for the design of a heat recovery system at the Alcoa Warrick Operations that was installed with zero extra work tickets.

### **Production Foreman**

**1977 – 1979**

*U.S. Steel, National Works, McKeesport, Pennsylvania*

Supervised a 46-person crew, which included bargaining unit employees, working swing shifts to produce seamless casing. Designed and delivered employee training for equipment operation. Developed a guarding device for quench ring nozzles with only \$5K non-recurring implementation cost and realizing a \$10K per month cost savings.

### **EDUCATION**

#### **George Washington University, Washington, D.C.**

M.S., Project Management (2008)

#### **University of Tennessee, Knoxville, Tennessee**

B.S., Mechanical Engineering (1995)

*\*Post-baccalaureate coursework in accounting and operations management (1991-1992)*

#### **University of Pittsburgh, Johnstown, Pennsylvania**

B.S., Mechanical Engineering Technology (1977)

*\*Post-baccalaureate coursework in mathematics and computer science (1982-1984)*

**PROFESSIONAL ASSOCIATIONS**

Registered Professional Engineer (Pennsylvania, PE033292E)	1984 – 2009
ASQ Certified Six Sigma Black Belt	October 2009
American Society of Mechanical Engineers	1977 – 2009
American Society for Quality, Member	2003 – Present
Project Management Institute	2011 -- Present

**SOFTWARE SKILLS**

Expert level skills with Microsoft Office Suite including InfoPath, Visio, and Project. Hands on experience programming in FORTRAN, Perl, Java, and UNIX scripting, using Expert Choice- decision making software, and project planning and management with Pertmaster (by Primavera).