

## SUMMARY

**Versatile Project Management / Engineering Professional** with ten years experience at a multi-billion dollar Fortune 5 Company. Multi-national and multi-company experience, University of Michigan MBA and Engineering Masters with the ability to analyze, identify and align appropriate processes to achieve high performance and profit. Proven success in developing innovative, cost-efficient solutions to complex business issues. Proficient in communication and coordination of people and resources, providing leadership to meet goals and objectives.

## KEY QUALIFICATIONS

- Project Management Professional Certification
- Six Sigma Certified
- Strong Customer Satisfaction Focus
- Product Development
- Market Research
- Manufacturing & Production
- Effective Technical Communication
- Product Design & Launch
- Quality Management
- Team Oriented
- International Experience

## PROFESSIONAL EXPERIENCE

### **KELLY TECHNICAL SERVICES Dearborn, Michigan** **2006 - 2007**

Contracted to **Ford Motor Company** in Dearborn, Michigan  
Purchasing Program Management Analyst

Developed functional supply chain resources to meet timing for prototype builds.

- Successful on time delivery of hundreds of parts on three vehicle programs through supply base optimization.
- Prepared purchasing organization's future responsibilities for alternative energy vehicle components.

### **FORD MOTOR COMPANY Dearborn, Michigan** **1997 - 2006**

Program Management Analyst 2002 - 2006

Provided analytical management guidance and oversight for multiple automotive programs. Managed program's progress toward completion.

- Managed Product Development requirements on Hybrid Electric Vehicles (HEV), SUVs, and 2005 – 2007 Ford Mustang Programs.
- Saved thousands of development dollars for new instrument cluster by negotiating re-use of components from platform mate vehicle, meeting limited budget requirements.
- Improved profitability and maintained quality by reviewing and re-organizing a database of over 1000 cost saving proposals for the Mustang program.
- Conducted weekly Steering Team Meetings to review program's progress and provide direction.
- Identified and recommended component specifications for several products to insure adherence to "Brand DNA."

### Quality Planning: Reliability Implementation Engineer 2000 - 2002

Ensured products were designed and produced to meet or exceed customer expectations and reliability. Acted as catalyst to achieve quality and customer satisfaction.

- Wrote in-depth study of Consumer Reports' methodology behind ratings and reviews of the Ford Escape and its competition; recommendations helped Escape achieve a "Recommended Buy" rating.
- Orchestrated several local and national Customer Research Clinics that resulted in improvement of: Warranty costs by 72%; Warranty Repairs per Thousand by 60%; Things Gone Wrong by 22%; and Customer Satisfaction score by 10%.
- Quickly identified a major customer complaint and helped resolved issue by proactively mining customer comments from Internet before corporate quality data was available.
- Drove positive product changes to improve customer satisfaction by editing hours of video taped customer interviews to produce a summary video for management presentation within 24 hour deadline.

Product Design and Development Engineer 1997 - 2000

Designed, evaluated and improved products and processes to meet or exceed requirements.

- Supported \$1-billion+ Ford/Mazda joint venture that produced vehicles sold in 140 countries.
- Negotiated multiple face-to-face international meetings in North America and Japan in collaboration between Ford's Arizona Proving Ground and Mazda Engineering to resolve test engineering differences.
- Oversaw durability testing for multiple vehicles at Proving Ground. Improved product reliability by introducing degradation testing.
- Served as primary liaison between the test facility and the Mazda engineer in Japan relaying valuable information that resolved engineering concerns and reduced logistical costs.
- Researched, developed and produced company's first prototype of a flexible circuit replacement for an instrument panel wire harness slated to save \$40 / vehicle.

**KELLY TECHNICAL SERVICES Dearborn, Michigan**

**1995 - 1997**

Contracted to **Ford Motor Company** stamping and assembly plants in Wayne, Michigan and Hermosillo, Mexico.

Product Design Engineer 1995 - 1997

Electrical Launch Team Leader—managed design and release of electrical and electro-mechanical components.

- Launched major redesign of two high volume products (Ford Escort & Mercury Tracer) on time after joining team less than ten months before "Job 1" launch date.
- Subsequently launched similar products (Escort ZX2) on time during eight months onsite at Mexican assembly plant, immediately following prior Escort launch.
- Led team of five engineers and played key role on international team of Ford U.S. engineers, Mazda Japanese engineers and Mexican plant engineers and assembly line workers.
- Initiated and released cost saving efforts totaling over \$200,000 per year.

Hardware / Software Engineer 1995

Support and troubleshooting of artificial intelligence computer automotive diagnostic systems at Ford dealerships.

**UNISYS CORPORATION Plymouth, Michigan**

**1990 - 1995**

Manufacturing Engineer 1992 - 1995

Wrote assembly procedures and designed test fixtures for Fortune 500 Company that provides IT services to businesses and governments globally. Liaison to engineering for new product development.

- Successfully transferred multiple products and processes from Unisys European plant in France to U.S. supplier for first outsourcing of assembly work to non-Unisys facility.
- Led France-based team to address quality issues, and reduced defects in five days from 30% to less than 10%.
- Programmed a real-time micro-controller and PC-based parametric test fixture, with motion-controlled, motorized 3-dimensional movement and laser measurement for product verification.
- Received two Achievement Awards for Excellence.

Associate Product Support Representative 1990 - 1992

Support and troubleshooting for field service, customers and dealers of PC hardware and software. Identified a major flaw in laser printer firmware and tested new firmware for engineering division.

## **EDUCATION**

**MBA**, Business Administration, University of Michigan, Dearborn, Michigan

**M.S.**, Electrical Engineering, Rackham Graduate School, University of Michigan, Dearborn, Michigan

Emphasis: Computer Engineering

**B.S.**, Electrical Engineering, Michigan Technological University, Houghton, Michigan

Emphasis: Computer Engineering

## **CONTINUING EDUCATION**

Project Management Professional Certification

Project Management Associate's Certificate, George Washington University

Six Sigma Green Belt Certification, Ford Motor Company

Completed 13 modules of Ford Motor Company's Technical Education Program

ISO 9000 Quality Management System Auditor Training, Unisys Corporation