

DAWN BROWN

New York, NY • 123.456.7890 • dawnbrown@email.com

www.linkedin.com/in/dawn-brown

DIRECTOR OF OPERATIONS

Business Transformation | Operational Strategies & Performance | Business & Sales Growth

Accomplished Operations Leader with over 20 years of management experience and proven track record of driving significant revenue growth, reducing costs, and optimizing customer service. Expertise includes leading organizational transformations, developing and executing strategies to align operations with company objectives, and building and leading high performing teams that succeed through a culture of inclusion, collaboration, and engagement. Skilled in project and program management, cultivating key relationships and partnerships, and implementing continuous improvements and emerging technologies.

Core Competencies

*Operations Management • Lean Manufacturing • Growth Management • Operational Controls • Project Management
Supply Chain Management • Workforce Planning • Talent Management • Diversity & Inclusion • Safety • Compliance
Performance Improvement & Change Management • Negotiations • Strategic Planning • Forecasting • P&L Management
Team Building & Leadership • High-Performance Culture • Coaching & Mentoring • Innovative Solutions • Communication*

PROFESSIONAL EXPERIENCE & SELECTED ACHIEVEMENTS

ABC SEMICONDUCTOR, New York, NY

2016 – 2019

Director of Operations

Led daily operations encompassing Production, Process Engineering, and Equipment Maintenance with responsibility for development and execution of strategic plan, budget, and safety; supervised 6 direct reports with management of 600 team members. Drove accountability for quality, delivery, cost, and safety by organizing and aligning formal functional area report outs; introduced Lean manufacturing strategies into organization; fostered relationships.

- **Successfully directed operational record achievements;** enhanced operational efficiencies, streamlined processes, and established performance goals.
- **Improved Line yield, Die yield, safety, capacity, and cost;** initiated effective roadmaps.
- **Increased availability of constraint modules, improved CPK, and decreased defects, scrap, and processing time;** integrated continuous improvement practice with equipment performance and conducted related training sessions.
- **Raised Safety performance 33%;** led and established safety culture.
- **Enhanced Senior Management Review processes** by streamlining and automating data.
- **Developed team members into promotional and leadership roles** through coaching and mentoring.

ABC CORP., New York, NY

2013 – 2016

Vice President of Operations

Oversaw business operations involving Manufacturing, Supply Chain, Process Engineering, Equipment Engineering and Maintenance, Facilities, and Production Control; administered strategic planning, budget, employee engagement, and performance management; supervised 4 direct reports with management of 80 team members. Integrated company ERP system into manufacturing; served as member of Executive Leadership Team.

- **Increased annual revenue 100% in each of initial two years** by improving operational efficiencies; automated processes, reduced waste, and attained key resources to provide technical and manufacturing expertise at all levels of organization; **strategically positioned organization for acquisition.**
- **Successfully led delivery of second manufacturing facility** to meet demand requirements; **doubled capacity at new facility** through installation of both infrastructure and production equipment.
- **Developed team members into leadership roles** through individual development plans.

ABC CORP, New York, NY

2010 – 2013

Director of Operations

Headed multi-functional organization including Manufacturing, Industrial Engineering, Equipment Engineering and Maintenance, Training, and Production Control; supervised 7 direct reports with management of 550 team members. Improved cost and delivery of spare parts by leading implementation of SAP based inventory management system.

- **Raised production capability 40%** through effective planning and execution, increased capital investment, and productivity improvement.
- **Increased yield 10% and lowered cycle time 20%** through implementation of new technology and systems.
- **Enhanced key equipment performance over 20%**; streamlined and eliminated numerous restrictions.
- **Reduced injury rates 60%**; enhanced safety culture and implemented reporting systems.

XYZ CORP., New York, NY

2005 – 2010

Factory Manager, 2009 – 2010 | Senior Manufacturing Manager, 2007 – 2009

Directed factory activities within multi-department structure with responsibility for Operations, Equipment Maintenance, Industrial Engineering, Staffing, Training, and Information Technology (IT); supervised 6 direct reports with management of 900 team members. Established culture of operational excellence through Lean manufacturing strategies.

- **Reduced expenditure \$124M, decreased product costs 14%, increased output 15%, and lowered headcount 12%**; successfully chaired multi-factory, joint operational and engineering forum; **recognized with Quality Award**.
- **Improved labor productivity 28% and reduced labor costs 20%**; standardized processes and removed waste.
- **Led effective plant restructure process**; placed 90% of team members into internal and external positions.

Engineering Manager, 2005 – 2007

Administered Engineering Department actions involving Product Quality, Equipment Performance, Safety, and Commodity Cost throughout more than 300 production tools; supervised 3 direct reports with management of 35 team members.

- **Reduced annual spending \$1.5M** on spare parts and commodity products; enhanced maintenance procedures and developed thorough focus on Return on Investment (ROI).
- **Improved capacity up to 20%**; led engineering discipline through 7-step problem-solving methodologies and execution of Lean manufacturing methods.
- **Elevated product yield 10%**; reduced equipment and process variation through statistical process control and Six Sigma principles.

Prior experience at XYZ Corp. includes various positions within Operations and Engineering areas (1990 – 2005)

EDUCATION & CREDENTIALS

Bachelor of Science in Industrial Engineering

University College, New York, NY

Professional Development

*Lean Leadership and Culture • Architecting the Organization • Strategic Analysis for Leaders
Motivated Leader Series • Six Sigma • Lean Methodologies • Strategy in Action*

Technical Skills

Microsoft Office Suite (with advanced Excel skills) • SharePoint • MS Project • Kronos • SAP • Oracle