

Chronological Resume – Two Page Example

PAT PAULY

Quality and Client Management Leader | Global Manufacturing

email address (link) • Phone Number • City, ST (if local job) • Personalized LinkedIn URL (link)

CAREER PROFILE or VALUE PROFILE

10+ years as a strategic quality leader with a focus on quality improvement and cost reduction in customer-focused global business operations. Keen ability to analyze existing strategies, plans, policies, and procedures and create and execute improved business methodologies. Skilled in managing global teams.

AREAS OF EXCELLENCE or CORE COMPETENCIES

• Leadership • Communications • Creatively Results-Focused

(Customize to specific job openings using their language)

Change Management | Project Management | Quality Control | Creative Problem Solving
Business Operations Planning | Global Focus | Cross-Cultural and Cross-Functional Leadership
Client Relationship-Building | Team Building | Training Development and Implementation

EXPERIENCE

ALPHA INC., Portland, Oregon

2017 – present

A global manufacturer of consumer electronic products

Global Vice President, Client Quality Management Services

Drove product quality and client relationships in a \$1 billion+ annual revenue manufacturing environment. Staff of 75 including 5 managers dispersed globally: California, Washington, Texas, Japan, and China.

Leadership

- Guided a team of 200+ business operations employees (including 25 direct reports). Ensured optimal quality control customer relationship management in a business-to-business environment.
- Facilitated open feedback loops, led multi-location, multi-lingual teams located in Oregon, Washington, Texas, Japan, and China which resulted in global process standardization of the 29 key daily duties for 50 quality management representatives.
- Led the 18-month strategic planning, business planning and implementation of a start-up organization, growing the team from 5 associates in a limited operation to 100 associates in a 7-day 24-hour national operation.

Communications

- Led a cross-functional team to manage the issues surrounding slow turn-around response to customer requests for technical product improvements. Reduced the average customer response cycle time from 8 weeks to 2 weeks via active engagement of cross-functional front-line experts.
- Coordinated 13 consecutive quality management system conversions, which included training 600+ employees through the hands-on use of the new system.
- Designed and implemented 4 consecutive new product introduction meetings for 1400 field sales representatives. Met all vital requirements, content was meaningful, and product launches successful.

Creatively Results-Focused

- Improved field sales rep productivity by 15% by designing and implementing training programs to support 1400 field sales reps while implementing laptop usage and customer tracking software.
- Implemented user-friendly tools that were embraced by both field sales and manufacturing operations. Realized margin improvement of +150 basis points which addressed the strategic planning need to improve gross profit against a \$5 billion sales base.

BETA, INC., Signal Hill, California

2009 – 2017

A Fortune 500 corporation providing office products and services on a global scale

National Director, Product Engineering Support

Coordinated executive management initiatives such as technical customer support, sales force training, product and process improvement, and gross profit enhancement.

- Developed and governed the support tools that were utilized by a 1,200-person field sales team to achieve an accumulated annualized sales goal of \$5 billion.

GAMMA INC., Los Angeles, California

2007 – 2009

Start-up subsidiary acquired by Delta Inc.; Telecommunications services in upscale residential areas

Director of Quality Operations

Managed the 18-month planning and implementation of a start-up entity.

EPSILON INC., Los Angeles, California

2005 – 2007

Franchised consumer product sales

Quality Service Manager

Managed a staff of 6 supervisors who were accountable for 65 employees to serve 5,000 franchise stores. The span of control was an annual expense budget of \$2 million while managing a 24/7 nationwide operation.

EDUCATION

Master of Science in Quality Management (With Honors) University of Washington, Seattle, Washington

Bachelor of Science in Business Administration (Magna Cum Laude) University of Oregon, Eugene, Oregon

CERTIFICATIONS

Certified Trainer, The Kepner-Tregoe Way (which trains managers to rapidly and accurately collaboratively resolve a wide range of worldwide business issues)

PROFESSIONAL ORGANIZATIONS

American Society for Quality | Association of Change Management Professionals

COMMUNITY VOLUNTEER

Medical Teams International – providing disaster-response medical and dental services globally

Big Brothers Big Sisters Portland – helping young women and men find direction in life