



OBJECTIVE

To advance my career with a leading organization that will utilize my extensive computer science and general IT support knowledge while also allowing me to develop further as a professional

Proven talent for managing technical support projects with a focus on boosting productivity and efficiency through improvements in operations, quality, safety, and administration. Results-oriented leader known for maintaining calm in high-pressure situations, with expertise spanning strategic planning, client relationship management, sales, inventory control, troubleshooting, maintenance, repairs, operations management, process improvement, team leadership, training, and performance assessment. Self-motivated professional with keen interpersonal, communication, and organizational skills.

PROFESSIONAL EXPERIENCE

NOVARES, LIVONIA, MI, JANUARY 2020 TO PRESENT

IT TECHNICAL ADMINISTRATOR

- Global manufacturing systems specialist.
- Project manager for global MES rollout.
- ERP / MES integration.
- Network infrastructure.
- ILVS administration.

Selected projects:

- Travel to manufacturing facilities to study current use of manufacturing systems, and plan integration in to global systems.
- Work with local IT teams to purchase software, equipment, and service for manufacturing systems.
- Organize teams of local and corporate IT personnel for manufacturing systems projects.

NOVARES (FORMERLY KEYPLASTICS), HOWELL, MI, APRIL 2014 TO JANUARY 2020

IT SPECIALIST

- Spearhead all IT support operations as the location's only onsite IT personnel, either personally troubleshooting software and hardware issues or coordinating vendor/offsite repairs.
- Control inventory, including ordering, configuring, and maintaining new IT equipment for everything from office workstations to PCs connected to manufacturing equipment.
- Optimize plant manufacturing systems from set up through routine and ad hoc maintenance, including Mattec (MES), Man-IT (ILVS), "Paint App" (Job and scrap tracking for paint line), GaugeTrak (gauge record keeping), and several bespoke solutions.
- Coordinate purchasing and configuration of machine licenses as needed for Mattec (MES)/Man-IT (ILVS).
- Organize materials in the system (e.g. PartID, cycle time, tools, work center) and maintain equipment (e.g. tablets, label printers, workstations).
- Regulate access control to the MES system via user groups on the systems Windows server.
- Generate production and other reports for management on request.
- Ensure clients can connect to the SQL database for the Gauge Track/Paint App, including configuring client PCs to automatically launch a web browser and navigate to the paint app.

Selected projects:

- Currently pioneering a "Pick to light" system for the ILVS lines so that, when the client displays the next two parts to run, a string that defines the parts needed is sent to the Arduino for decoding and in turn sends a signal to individually addressable LEDs to assign the location of the part needed.
- Created a "digital paceboard" that automatically extracts and displays production data from the Mattec (MES) database on a TV; the paceboard significantly reduces manual labor time for machine operators and has been implemented on 60 workstations.
- Built the hot-list, an application written in C# that connects to a SQL database so that the shipping department can log data on missing parts, enabling the operations team to efficiently react and switch assembly cells over to running the parts needed by shipping.

- Constructed systems via an Arduino micro controller, including a work cell that allows an operator to trigger a label print from a foot pedal using an RTC module that handles serialization based on customers' requirements.

KEYPLASTICS, HOWELL, MI, APRIL 2010 TO APRIL 2014

TEAM LEADER

- Directed employee management processes, including assigning work based on scheduling and training needs; tracking employee attendance; and scheduling overtime.
- Verified that all equipment operated according to the production schedule; escalated issues in a timely manner.
- Monitored departmental workflow and project progress against daily production goals, efficiently communicating safety and quality concerns, machine/line malfunctions, and process updates or changes to the supervisor.
- Maintained a clean and organized work environment, as well as coordinated production operations while filling in as a relief operator.
- Initiated actions to prevent the occurrence of any nonconformities relating to product, process, and quality systems.
- Oversaw further processing, delivery, or installation of nonconforming products until the deficiency or unsatisfactory condition was corrected.

MARCO'S PIZZA, BRIGHTON, MI, MAY 2006 TO FEBRUARY 2009

MANAGER

- Streamlined general store operations, such as opening and closing responsibilities, supply and food inventory, cash register handling, employee scheduling and training, food prep and clean-up.
- Fostered a clean, sanitary, and safe work environment.
- Balanced sales and operation costs.
- Built rapport with customer's throughout their visit, ensuring satisfaction by delivering excellent service at all times.
- Participated in opening a new location in Howell, MI. passing out promotional flyers, setting up equipment, training new staff etc.

DOLLY'S PIZZA, WIXOM, MI, MARCH 2004 TO MARCH 2006

MANAGER

- Handled regular store operations, including opening and closing responsibilities, cash register maintenance, customer service, employee scheduling and training, and food prep and clean-up.
- Discovered opportunities to minimize costs, including eliminating one driver and two line cook positions.
- Promoted from delivery driver to manager in a very short time.

EDUCATION

BACHELOR OF SCIENCE (B.Sc.) IN COMPUTER SCIENCE, EXPECTED MAY 2020

Baker College, Flint MI

ADDITIONAL INFORMATION

Languages: English

Technical Proficiencies: Microsoft Office Suite, AS400/Vanguard ERP, MAN-IT, Mattec MES, ASP.NET, SQL, C#, C++, Java

Interests: Arduino, Guitar, Language study (Tagalog), Competitive gaming