



- Developed business analysis that included margin and cash flow analysis, internal rate of return and process improvement.
- Used MS Access to improve product SKU cost analysis.
- Presented monthly and quarterly financial presentations to senior management that included cash flow budgets, investment opportunities, service indicators and plant initiatives.
- Designed a business model resulting in improved safety, quality, lean manufacturing, and accounting processes.

### **DIRECTOR OF CUSTOMER OPERATIONS**

Louisiana-Pacific Corporation

Duluth, MN

- Implemented *ISO 9002 TQM* system within 6 months, standardizing lean work processes with the goal of increasing customer service and satisfaction.
- Initiated joint business development calls with sales, engineering, and marketing professionals.
- Mentored partnering relationships with Louisiana-Pacific's key customers resulting in improved customer response and communication.
- Converted IBM (Green Screen) AS400 system to a live interactive business service system for improved customer relations.
- Administered national marketing promotional programs, integrating the company's major product lines into a single powerful sales, service, and promotional tool.

### **TECHNICAL DIRECTOR**

Louisiana-Pacific Corporation

Two Harbors, MN

- Partnered with vendors to develop delivered quality specifications on supplied product components, resulting in improved vendor relationships, communication and costs.
- Maximized lean production line capabilities using root-cause and process control analysis techniques.
- Maintained compliance with all third party endorsed certifications, including the Engineered Wood Association guidelines for product performance specifications.

### **TECHNICAL:**

- Windows 7.0
- MS Word, MS Excel, MS Power Point, MS Access, MS Explorer, MS Project, MS Visio, JMP® , SQL, Prezi
- Economic Modeling - IMPLAN, REMI, TREDIS, RIMS II, TEAM