

# John Thompson

Process Improvement Specialist

## CONTACT

(555) 123-4567

john.thompson@gmail.com

United States, Charlotte, NC

## EDUCATION

### Bachelor of Science in Industrial Engineering

University of North Carolina at Charlotte, Graduated: May 2016

### Certifications

- Lean Six Sigma Green Belt, *American Society for Quality* – June 2020
- OSHA Safety Certification, *Occupational Safety and Health Administration* – May 2019

## PROFESSIONAL SUMMARY

Process-oriented professional with experience in optimizing manufacturing operations. Proven ability to reduce production downtime, improve efficiency, and streamline workflows. Looking to contribute process improvement expertise to a dynamic manufacturing team.

## EXPERIENCE

### Process Improvement Specialist 2020 - Now General Electric, Charlotte, NC

- Lead a team in the analysis and redesign of workflows, reducing manufacturing downtime by 15%.
- Create and maintain documentation for updated processes, ensuring all employees adhered to the new protocols.
- Work closely with engineering to implement new equipment and technologies, reducing production errors by 10%.
- Trained 25+ employees on new processes, improving team knowledge and engagement with updated practices.

### Manufacturing Operations Coordinator 2017 - 2020 Ford Motor Company, Charlotte, NC

- Managed and optimized daily production schedules to ensure compliance with quality and safety standards.
- Collaborated with department heads to troubleshoot issues on the assembly line and implement corrective actions.
- Conducted regular audits to ensure processes were being followed and provided recommendations for improvements.
- Utilized lean manufacturing principles to reduce waste and improve overall equipment effectiveness by 8%.

## SKILLS

Process Mapping and Optimization	★★★★★
Lean Manufacturing Techniques	★★★★★
Root Cause Analysis	★★★★★
Employee Training and Development	★★★★★
Equipment Efficiency Optimization	★★★★★
Project Management	★★★★★
Data Analysis (Excel, Tableau)	★★★★★