

Sample Resume 3: Jack Smith

Jack K. Smith

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OBJECTIVE

To leverage operational, management, and nonprofit experience to benefit the growth and development of a nonprofit organization

CAREER PROFILE

Professional History

ALPHAMEG, Inc.
Vision One Systems
MatrixSoft, Inc.
Carter Hodges, LLP
Images International

Skills

Relationship management
Training
Communication
Employee development
Organization alignment
Financial management
Operations management

Community Experience

Washington Cares Leader
Greater DC Food Bank Board Member

- Logistics Committee
- Nutrition Committee
- Building Committee

Images International Volunteer Team Founder

COMMUNITY EXPERIENCE

Greater DC Food Bank

Leading hunger-relief organization supplying food to hundreds of community food pantries across greater DC

Board Member

October 2002 – Present

- Provide oversight and support around policy development, organizational alignment, and fiduciary compliance

Committee Member

September 2001 – Present

- Logistics Committee:** hire consultants; evaluate distribution network, capacity utilization, and future capacity needs; identify short- and long-term improvement opportunities
- Nutrition Committee:** work with staff to determine nutritional guidelines for food bank activities
- Building Committee (2001-2003):** determined new facility strategy; recommended methodologies and plans to Board; hired architects and contractors; executed plan

Washington Volunteers

Volunteer clearinghouse that engages DC professionals in projects that support and enrich local organizations

Project Leader

February 1999 – Present

Boston

535 Boylston St., 10th Floor
Boston, MA 02116
P 617 572-2833
F 617 572-2834

New York

3 Times Sq., 25th Floor
New York, NY 10036
P 646 562-8900
F 646 562-8901

San Francisco

465 California St., 11th Floor
San Francisco, CA 94104
P 415 627-1100
F 415 627-4575

- Lead and coordinate monthly projects with variety of local organizations
- Utilized opportunity to familiarize self with DC's non-profit sector

PROFESSIONAL EXPERIENCE

ALPHAMEG/Vision One Systems, Springfield, VA

Supplier of advanced process-control software for microelectronic manufacturing industry

Deployment Services Manager

March 2002 – Present

- Manage \$8M annual revenue, global professional services, customer relationships, and accounts receivable
- Work strategically with client executives to establish and deliver process control roadmap
- Participate in new customer sales process; negotiate and close contracts with current customers
- Led teams to develop pricing strategy and quote and sales process
- Worked with teams to develop product lifecycles, generic project plans, legal and sales documents
- Managed systems integration for order processing with ALPHAMEG, developed and delivered training

Account Manager

October 2001 – March 2002

- Oversaw \$3M in annual revenues, customer relationships, projects, and resources
- Developed forecasting process and tool utilization; trained sales and account management teams

MatrixSoft Inc., Hunteerton, MA

Vertical application service provider offering integrated best-of-breed solutions for high-tech equipment manufacturing industry

Director of Account Management

March 2001 – July 2001

- Managed \$1M in annual revenues, customer relationships, projects, and resources
- Worked strategically with account executives to establish and deliver technical roadmaps
- Communicated with all MatrixSoft organizations to effectively execute customer solutions

Business Consultant: Pre-Sales Engineer

July 2000 – March 2001

- Collaborated with sales team on presentations for complex sales cycle
- Demonstrated software capabilities, sold software features to array of US software companies

Carter Hodges Consulting, Boston, MA

Global business and strategy consulting firm

Manager

September 1998 – July 2000

Client: \$120M speaker design and manufacturer

Projects: Inventory Assessment, Product Development Process Design, and Master Scheduling

Specific Role:

- Conducted inventory assessment through interviews and data analysis, identified root causes, and presented and sold solutions to client CEO and executive team

- Managed product development process design, working closely with CEO and VP of engineering; created workplans; guided consultants through research, interviews, and workshops with 70 client employees and final development of new engineering process

Client: \$300M medical devices manufacturer

Project: VantageSoft/Business Process Assessment and Improvement Plan

Specific Role:

- Conducted business, manufacturing, and VantageSoft assessment of seven divisions with team through use of individual and cross-functional interviews as well as systems analysis
- Developed and presented findings and opportunities to client executive team

Client: \$150M exercise equipment manufacturer with plants in MA, CA, and MN

Project: VantageSoft Software Implementation

Specific Role:

- Oversaw Order-to-Cash, Product Configurator, and Engineering module implementation
- Managed implementation of MN plant, including staffing, workplans, and client meetings
- Trained client on new processes and paperwork responsibilities; transitioned role to “super-users”

Images International, Pittsburgh, PA

Global company producing photographic materials and equipment

Manufacturing Manager, Dispersion Manufacturing August 1995 – August 1998

- Managed \$58M continuous chemical flow process and 22 employees
- Developed and maintained Annual Operating Plan (financial), capacity model, performance matrix, employee commitment plans, employee development plans
- Reduced process waste by 43%, defects per unit by 48%; managed large capital projects

Flow Team Manager, X-Ray Cassette Manufacturing January 1994 – August 1995

- Managed business of 40 empowered employees manufacturing medical product
- Reorganized planning system, reduced delivery time by 50%
- Initiated supplier improvements in delivery and quality through matrix measurement system

MRPII Project Leader, Carton Manufacturing June 1993 – January 1994

- Managed project; organized presentations, data, and audit
- Achieved Manufacturing Resource Planning "Class A"

Process Coordinator, Carton Manufacturing June 1992 – June 1993

- Interacted with offset printing, die cutting, and gluer operations
- Overhauled operations information flow and Bills of Material

EDUCATION

Connecticut Polytechnic Institute, Hartford, CT

M.B.A. 1998

Executive Master in Business Administration

University of Southern New England, Concord, NH

B.S. 1992

Major: Industrial Management

Minors: Manufacturing Management, Industrial Engineering

Bridgestar (www.bridgestar.org), an initiative of the Bridgespan Group, provides a nonprofit management job board, content, and tools designed to help nonprofit organizations build strong leadership teams and individuals pursue career paths as nonprofit leaders.