

PERSONAL STRATEGY PLAN

SUSAN SMITH

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Areas of Expertise

- **Operations Professional**
- **Quality Assurance**
- **Telecom Management**

Skill Groups

Operations/Program Management	Management Skills	Telecommunications
<ul style="list-style-type: none">• Six Sigma Principles• Process Engineering• ERP/PDM Systems• BOM Structures• Inventory & Production• Quality Assurance• Procurement/Vendor Management• Post Sales Support• Capital Budgeting	<ul style="list-style-type: none">• Organizational Planning• Scheduling• Team Building• Performance Evaluation• Integration• Time Management• Project Management• Departmental Budgeting• Financial Controls• Operations Support	<ul style="list-style-type: none">• Digital, Analog• Cables, connections & termination techniques• Bulk call generation• Avaya, Nortel, Mitel, Siemens, Ericsson, Alcatel• CTI, IVR, ACD• Gateways• Voicemail• Internet Integration

Professional Profile

- Operations professional with extensive telecommunications background. Experienced in inventory & production, new product introduction, process improvement, quality and post sales support.
- Manager of technical operations for a \$300 million, international, computer telephony manufacturer.
- Increased product throughput by 95% while maintaining overall product quality and production yield.
- Participated in internal quality audits leading to the successful ISO 9001 and/or ISO 14001 certification, or re-certification, of 3 international manufacturing facilities.
- Planned and created a telecommunications lab including footprint for 100 telephone systems and interconnections of 15,000 individual system ports utilizing 300+ miles of cable. Calculated required electrical and HVAC needs and implemented appropriate infrastructure.
- Led a team of 15 exempt & non-exempt technical employees in the support of production tasks.
- 20 years military service
- M.S. in Industrial Technology, M.S. (cert) in Telecommunications Management, and B.T. in Electrical Engineering.

Work History

- Software Corporation
- Hardware Corporation
- Computer Corporation
- U.S Military (Computer Operations)
- Etc.

“Perfect Job” Statement

- Operations, Quality or Telecom leadership position with a high-tech company
- A company with a stable track record positioned for growth within their industry
- A challenging position which offers the opportunity to learn new technologies
- A newer facility with the necessary infrastructure for growth and success
- Prefer not to relocate
- Minimum Salary of \$75,000
- Standard benefits package, including a 401K plan
- Etc.

Target Industries and Companies (matches to “Perfect Job”)**Target Industries:**

- Telecommunications Industry
- Computer Software Industry
- Computer Hardware Industry
- Cable Industry
- Other Technical Services Organizations
- Etc.

Target Companies:

- IBM
- HP
- Xerox
- Kodak
- Apple
- Computer Task Group
- Verizon
- AT&T
- Time Warner
- Oracle
- Citrix
- Other local hardware and software development companies
- Etc.