

### **Business Critical Profile**

21<sup>st</sup> Century High Performing Leader with a demonstrated ability to identify, develop and execute strategic plans which deliver upon the mission of the enterprise. Through resource optimization, proven ability to deliver program and project initiatives under aggressive time constraints. Highly accomplished in the development and execution of streamlined business models and processes. Consistently successful in the utilization of industry proven problem solving and continuous improvement methodologies. Adept in root cause analysis, data analysis, process and quality improvement, Lean Management and PMI PM Body of Knowledge. Impelling communicator with highly developed presentation and motivational skills. Specialized software experience using Minitab, Reliasoft, CAD, SAS, Microsoft Project, Visio.

### **Critical Core Competencies**

- Project/Program Management
- Six Sigma/Lean Methodologies
- New Product Launch
- Problem Solving
- Strategic Development
- Quality/Performance Improvement

### **Professional Summary**

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**Harrison Vaughn Real Estate & Custom Homes**, Illinois Licensed Real Estate Brokerage, Construction & Development Company  
**Project and Program Management Professional, HUD Consultant, EPA RRP Lead Renovator**  
**April 2015 – Current**

**Deliverables:** Conduct Feasibility Studies, Specification of Repairs and architectural exhibits for FHA and Fannie Mae Mortgage Loans. Establish detailed cost estimates for HUD Minimum Property and redevelopment requirements. Program Management services delivered to Municipalities for the purpose of developing strategic plans and aligned projects for 3-5 year goals. Function as Project Manager for Construction Companies executing multiple commercial and/or residential development and redevelopment projects.

#### **Program and Project Management Specific Accomplishments/Deliverables**

- Partnered with the U.S. Department of Veteran Affairs (VA) to assess and implement Enterprise Health Management Platform (eHMP).
- Developed Strategic Objectives and Deliverables for privately held Construction Companies focused on the formation of a Joint Venture to grow a REIT (Real Estate Investment Trust).
- Lead a Chicago South Suburban Housing Commission in the development of a community housing re-development program.

**Navistar International**, Global Truck Manufacturing Company

**Engineering Program Manager - Joint Venture, Corporate Quality and New Product Development Programs**  
**October 2014 – November 2016**

**Role Deliverables:** Develop, implement and manage cross-functional strategies aligned with corporate level quality improvement and warranty cost performance goals for the Class 8 Heavy Truck and Joint Venture Programs. Manage and mitigate all Program constraints for quality improvement and warranty control initiatives. Accountable for the coordination and implementation of current product design enhancements including planning, resource allocation and budget approvals. Lead executive level steering committee meetings providing status updates and mitigation plans for realized and potential project and program risks. Support finance team by providing predictive cost of quality spend values for warranty accruals. Lead all project teams through the business case and cost penalty approval process.

#### **Program Management Specific Accomplishments/Deliverables**

- Developed and implemented quality improvement strategy leveraging the organization's position as the customer to drive supplier improvements towards zero-defect quality through statistical engineering problem solving.
- Developed Program evaluation framework and quantitative methodology to assess and develop mitigation plans for risks associated with key vehicle model platforms aligned with Best-In-Class performance targets.
- Evaluate GM Vehicle Assembly and Joint Venture contract to develop Navistar Quality System processes to adhere to GM Quality System expectations.
- Manage the incorporation of GM 7 Diamond problem solving categorization methodology (Joint Venture).

**Navistar International**, Global Truck Manufacturing Company  
**Reliability Engineering Manager**, 8 Direct Reports  
**September 2013 – October 2014**

**Role Deliverables:** Manage the development, evaluation and maintenance of reliability systems and standards used in design and production. Define engineering specifications and standards on the application of components and systems for reliability determination. Resource for the development of new analytical tools and acceleration test techniques used to ensure the early identification of potential problems with new products and processes. Accountable for the selection, development, and evaluation of quality and reliability engineers.

**Navistar International**, Global Truck Manufacturing Company  
**Engineering Program Manager, North American Current Products**  
**September 2011 – October 2013**

**Role Deliverables:** Manage and mitigate all constraints associated with North America quality improvement and warranty control initiatives. Oversee the coordination and implementation of current product design enhancements including planning, resource allocation and budget approvals.

**Navistar International**, Global Truck Manufacturing Company  
**Corporate Quality Engineer, Electrical and Electronic Systems**  
**May 2011 – September 2013**

**Role Deliverables:** Provided expertise and guidance on production and component defects based on feedback from both internal and external customers. Conducted product and system investigations/analyses and facilitated teams dealing with issues/projects associated with resolution of quality issues. Led disciplined problem solving teams using Six Sigma, Shainin, and other structured problem solving methodologies to determine root causes of system and component defects. Participated in product design reviews and program discussions to ensure plans are avoiding/mitigating risks adequately. Provided engineering direction by leading quality improvement, cost reduction, and production quality improvement projects related to warranty improvement.

**Sears Holdings Corporation**, Home Services Division  
**Corporate Quality Engineer, Craftsman Outdoor and Powered Equipment Product Category**  
**June 2007 – May 2011**

**Role Deliverables:** Lead project initiatives directly related to the improvement of product quality and the reduction of warranty expenses. Perform vendor manufacturing audits to validate the implementation of industry recognized continuous improvement methodologies. Identify and resolve product design, serviceability and business process issues that drive warranty expense. Successfully managed dynamic cross-functional business unit relationships to ensure successful delivery of yearly performance goals.

**Harting, Inc.**, Manufacturer of Electrical and Electronic Connectors, Device Terminations and Network Components  
**Product Development and Manufacturing Quality Engineer**  
**April 2006 – June 2007**

**Role Deliverables:** Benchmarked the parent-company German Manufacturing Plant and established a local manufacturing quality management system utilizing the global footprint. Reduced manufacturing defects via the implementation of lean manufacturing initiatives. Calculated the manufacturing costs, including labor-time routing, used in Request for Quotes (RFQ). Assembled prototypes and first piece articles for customer evaluation and performance testing.

**General Motors**, Auto Manufacturing (Extended Warranty Division)  
**December 1997 – April 2006**

**Multiple Positions Held** – Consistent Increased Responsibilities over 8.5 year period  
**Summary of positions:** Team Coordinator (5 Direct Reports), Warranty Administration, Technical Writing, Technical Training, Quality Assurance

## **Education**

- **Master of Project Management**  
Keller Graduate School of Management, PMI GAC accredited  
October 2008
- **Bachelor of Science, Electronics Engineering Technology**  
DeVry University, ABET accredited  
February 2005
- **Associate in Applied Science, Electronics & Computer Technology**  
DeVry University, ABET accredited  
October 2001

## **Professional Development, Certifications, Licenses**

- **Project Management Certification (PMP) candidate**  
Project Management Institute  
2020 contingent on exam scheduling (delayed due to COVID-19 Pandemic)
- **EPA RRP Lead Renovator**  
United States Environmental Protection Agency  
August 2019
- **Illinois Licensed Real Estate Managing Broker**  
State of Illinois  
January 2018
- **Illinois Licensed Real Estate Broker**  
State of Illinois  
April 2015
- **Six Sigma Master Black Belt**  
ProSource Professional Certifications  
May 2014
- **Navistar LEADS (Leadership Excellence) Training**  
April 2014
- **Navistar Statistical Engineering Certification**  
August 2013
- **Six Sigma Green Belt Certification**  
Aveta Business Institute  
July 2010