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**Summary:**

Possess 20 years of progressive training and experience in the manufacturing field, customer care, procurement, and sales. Dedicated as an energetic self-starter with a demonstrated effectiveness and significant work experience in achieving management goals. Well qualified in industry requirements, team building, quality, safety, innovation, and Key Performance Indicator (KPI's) measurements for market leader. Possess a solid track record of accomplishments in a fast moving environment as well as excellent verbal and written communication skills.

**Education:**

1988	B.A.	Political Science	Iowa State University	Ames, Iowa
1986	A.A.	Pre Law	DMACC	Boone, Iowa

**Additional Education & Accomplishments:**

2011	Lasting Leadership Program (LLP)		Eckerd College	St Pete, FL
2009	Leadership Development Program (LDP)		Eckerd College	St Pete, FL
2008	ICMA ACE-M certification			
2006	Lean Manufacturing			Las Vegas, NV
1996	Outside Sales Courses			Roseville, MN

**Experience:**

**1992-2011**                      **CPI Card Group**                      **Littleton, Colorado**

**Director of Card Manufacturing:** (April 2001 to August 2011) Responsibilities include all aspects of production, scheduling, procurement, research and development, and quality in a VISA/MasterCard secure environment. Duties include daily production meetings, personnel decisions, financial results to AOP, customer interface, and team building. Significant achievements have included the following:

- Increased plant volume and efficiency by 40%.
- Reduced scrap rate by 8%.
- Developed and implemented the manufacturing of RFID financial transaction cards.
- Produced +100mm RFID cards.
- Developed and implemented commercial production of EMV dual interface technology.
- Expanded facility from 58,000 square foot facility to 85,000 square foot.
- Work force of 220.
- Lead CPI Colorado facility to ISO 9001:2000 certification.
- Worked on implementation team of new ERP system.

**Experience (Continued):**

**Card Services and Customer Service Manager:** (February 1997 to April 2001) Responsibilities include processing of customer information to orders, daily fulfillment and personalization of financial transaction cards. CPI Card Group became first Service Bureau certified by Proton World for pre personalization and personalization of Proton contact smart cards.

**Midwest Sales Manager:** (December 1995 to January 1997) Responsibilities include generation of new customers, cold calling, and maintaining customer relations with Deluxe Card Services, CUNA Card Group, and Citibank. Sales volume increased by 20% from Midwest region.

**Customer Service Supervisor:** (January 1993 to December 1995) Responsibilities include setting up Customer Service Center from scratch, implementation of software system, building customer relationships, processing of customer information, and development of key programs for customers such as the "Turbo" program.

**Manufacturing Auditor:** (January 1992 to January 1993) Responsibilities include balancing of cards and sheets from department to department in accordance to VISA/MasterCard requirements.

**1990-1992**                      **EDP Wire and Cable**                      **Englewood, Colorado**

**Wire and Cable Installer:** Responsibilities included the procurement of materials necessary to install data and telephone systems, interface with corporate purchasing agents and corporate users, and verification of working systems.

**1988-1990**                      **Colorado Plasticard, Inc.**                      **Littleton, Colorado**

**Packing/shipping agent:** Responsibilities include the verification and packing of financial transaction cards in preparation for shipment and the contacting of secure shipping sources.

**1988**                              **Continental Airlines**                              **Denver, Colorado**

**Ramp Agent:** Responsibilities include the stowing and removing of bags on commercial airlines and the transfer of bags on connecting flights.

**References:**

Furnished upon Request.