

Donna Brown

Supervisor

Minneapolis-Saint Paul, MN

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I strive for excellence in everything I pursue. I find great satisfaction in developing employees in the manufacturing environment. My mission-Serve and Live with Purposeful Intention.

Authorized to work in the US for any employer

Work Experience

MRO Associate

Synovos Supply - Ottawa, IL

December 2019 to Present

- Developed a repair system which reduced purchase costs by 25% due to inventory management and systematic repairs.
- Keeping the business running smoothly, safely and efficiently takes the right materials, in the right place, at the right time, every day. That means getting supplies the maintenance, repair, operations and production (MROP) products that allow workers to do their jobs into the hands of those that need them, as efficiently and cost-effectively as possible.

Production Scheduler/Supervisor

Sigan America, LLC - Ottawa, IL

January 2019 to October 2019

- Accomplished manufacturing staff results by communicating job expectations; planning, monitoring, and appraising job results.
- Developed production schedule in accordance with sales forecast, employee capacity and new business opportunities.
- Maintained safe and clean work environment by educating and directing personnel on the use of all control points, equipment, and resources; maintaining compliance with established policies and procedures.

Customer Service Supervisor

Cirtec Medical Systems - Brooklyn Park, MN

April 2016 to September 2018

- Processed made-to-order, make-to-stock, assemble-to-order and mixed-mode discrete medical device products.
- Improved OTD from 88% to 96% over a 6 month period with implementation of systems to deliver medical device product to customers on time.

- Supervised the customer service department which performed diverse, complex and analytical duties.
- Increased flow by 20% of purchase orders, prints for current revision, quote pricing and part numbers prior to engineering review, design, development and manufacturing.

Operations Supervisor

Archway Marketing Services - Rogers, MN
September 2014 to November 2015

- Implemented a voice picking system which increased production time by 20% and quality to 100% due to scanning all product prior to shipment.
- Supervised all fulfillment and production personnel to ensure maximum productivity, efficiency and accuracy.
- Interviewed, hired, and trained employees by planning, assigning, directing work and appraising performance.

Quality Manager

Dynetic Systems - Elk River, MN
January 2014 to September 2014

- Successfully completed 2014 AS9100 TUV Audit with recertification and opportunities to continuously improve and maintain best practices within the organization.
- Planned and coordinated all QA activities and personnel, accommodating requests for quality support and communicating the policies and procedures in support of the organization.

Production Supervisor

Professional Plating, Inc. - Anoka, MN
October 2011 to November 2013

- Completed production plan by scheduling and assigning personnel; accomplishing work results; establishing priorities; monitoring progress; revising schedules; resolving problems; reporting results of the processing flow on shift production summaries.
- Reviewed purchase order requisitions for conformance to company policy and according to AS9100 requirements.

Project Manager

MacLellan Integrated Services - Lexington, KY
October 2007 to October 2011

(Pentair Technical Products, Anoka MN)

- Maintained 90% achievement of assigned functions' Key Performance Indicators (KIP's) in the areas of Safety, Quality, Productivity, and Delivery (SQPD).
- Outstanding team development to solve operational opportunities. In addition to motivating team members to achieve planned goals. Maintained quality service by establishing and enforcing organization standards.

Education

AAS degree in Management and Marketing

Anoka-Ramsey Community College - Coon Rapids, MN

January 1992 to June 1993

Skills

- Strong safety culture (10+ years)
- Project scheduling & oversight (7 years)
- Business process improvement (8 years)
- Mid-Level relationship management (10+ years)
- Problem solving/investigation (10+ years)
- Client relations (10+ years)
- Employee development & retention (10+ years)
- Persuasive communication skills (10+ years)
- Microsoft Office (10+ years)

Certifications and Licenses

Business Process Improvement

June 2017 to Present

Operational effectiveness by shortening process life cycles while maintaining high quality and attention to customer needs. Helping streamline resources, reducing costs and increasing profits.

Communications and Business Writing

June 2016 to Present

Clear communication to avoid misunderstandings, convey information in an appropriate manner and tone, and gain support for my position.

Assessments

Customer Service Fit — Proficient

March 2020

Measures the traits that are important for high-quality customer service.

Full results: https://share.indeedassessments.com/share_to_profile/503f3cbfaae4ffa085ca535be0430cbbeed53dc074545cb7

[share_to_profile/503f3cbfaae4ffa085ca535be0430cbbeed53dc074545cb7](https://share.indeedassessments.com/share_to_profile/503f3cbfaae4ffa085ca535be0430cbbeed53dc074545cb7)

Management & Leadership Skills: Planning & Execution — Proficient

February 2020

Planning and managing resources to accomplish organizational goals.

Full results: https://share.indeedassessments.com/share_to_profile/bb84b8423753e8b38bc51aea1759c105eed53dc074545cb7

[bb84b8423753e8b38bc51aea1759c105eed53dc074545cb7](https://share.indeedassessments.com/share_to_profile/bb84b8423753e8b38bc51aea1759c105eed53dc074545cb7)

Warehouse Shift Leader — Proficient

February 2020

Supervising warehouse staff and maintaining safety and security standards.

Full results: https://share.indeedassessments.com/share_to_profile/037f11d94b2b9cfd2d5e662a83c93906eed53dc074545cb7

Conscientiousness — Highly Proficient

February 2020

Tendency to be well-organized, rule-abiding, and hard-working.

Full results: https://share.indeedassessments.com/share_to_profile/7230b0e13cb201508eac3702214936a3

Reliability — Highly Proficient

October 2019

Measures a candidate's tendency to be dependable and come to work.

Full results: https://share.indeedassessments.com/share_to_profile/085dd046a999d0d0b0bd26212382a107eed53dc074545cb7

Attention to Detail — Familiar

October 2019

Identifying differences in materials, following instructions, and detecting details among distracting information.

Full results: https://share.indeedassessments.com/share_to_profile/5e44e3715182963813f0f86391062f60

Supervisory Skills: Interpersonal Skills — Familiar

March 2020

Fostering a collaborative environment and conducting difficult conversations.

Full results: <https://share.indeedassessments.com/attempts/962867aa628ae8b9d74f21f6f8ab6055eed53dc074545cb7>

Supervisory Skills: Motivating & Assessing Employees — Familiar

March 2020

Motivating others through feedback to identify improvements or corrective actions.

Full results: https://share.indeedassessments.com/share_to_profile/40bd4913b95ca65064749e04a65931eceed53dc074545cb7

Warehouse Associate — Highly Proficient

March 2020

Assesses the tendencies that are important for success in warehouse roles.

Full results: <https://share.indeedassessments.com/attempts/3f87c796c2c01bc0c4230315a1a36786eed53dc074545cb7>

Numerical Reasoning Skills — Familiar

March 2020

Quickly and accurately performing basic mathematical operations, recognizing numerical sequences, and interpreting graphs.

Full results: <https://share.indeedassessments.com/attempts/279b40d2917db25ecdc729d7a6ab7cd9eed53dc074545cb7>

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