

Wylie E. Coyote

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SUPPLY CHAIN / OPERATIONS MANAGEMENT **Production / Engineering / Lean Manufacturing / Six Sigma**

Recognized throughout my career as an innovative leader, leveraging an in-depth knowledge of operations management and process improvement methodologies to significantly increase operational efficiency and revenue. Adept at bridging the gaps between desired and actual operational performance by applying structured approaches to deliver innovative yet practical solutions that drive impact to the bottom line.

KEY STRENGTHS

<i>Operations Management</i>	<i>Lean/Six Sigma (MBB)</i>	<i>Process Improvement/Development</i>
<i>Engineering Management</i>	<i>New Product Launch</i>	<i>Organizational Re-Engineering</i>
<i>Supply Chain Management</i>	<i>5S</i>	<i>Program/Project Management</i>
<i>Quality Management System</i>	<i>Logistics</i>	<i>Financial (P&L) Accountability</i>

CORE COMPETENCIES

- ✓ *Results driven expert in Lean Manufacturing and Six Sigma leading projects of extensive scope delivering optimal results that exceed operational goals and yield measurable results.*
- ✓ *Recognized leader of operations and engineering teams focused on maximizing team performance.*
- ✓ *Known strategist who transforms strategic plans into workable solutions and benchmarks for performance.*
- ✓ *Proven leader in the launch of new products and consumer services.*

CAREER HIGHLIGHTS

ACME International

General Manager, Operations

(2019-Present)

Responsible for the execution and management of cellular consumer electronics repair and refurbishment operations. Key accomplishments include:

- *Reduction of aged inventory of 90 % in first 90 days.*
- *Deployment of Lean "Pull" operational system, reducing cycle time from 90 days to under 40 days*
- *Implementation of 5s programs*

Supplies International

General Manager, Operations

(2017-2019)

Responsible for developing and management of daily operations, including the start-up of a green field operation to process cellular repair in the US.

- *Managed construction and build out of production facility.*
- *Managed selection and contracting of 3rd party suppliers to support all aspects of start-up*
- *Manage daily activities of all operational functions.*
- *Customer service manager for US, responsible for all customer interfaces and support.*

Fix4U Supply Chain

Sr. Manager, Technology Solutions

(2016-2017)

Responsible for working directly with the customer's management team to operationalize their reverse logistics strategy, I directed the execution of the high-volume consumer returns operation and the asset recovery operations.

- *Deployed SKU sorting strategy to maximize recovery of investment with minimal operational costs*
- *Managed expansion of receiving depart to support 4th quarter volume.*

Wylie E. Coyote
(2012 to 2016)

First Rate Industry Inc.
General Manager, Operations Manager, Program Manager

Responsible for developing and implementing an aggressive sales growth strategy, direct customer relationship, business development, and direct management of all operations, facility expansion new business startup, and direct management of all operations including P&L responsibility.

- Launched multiple businesses, increasing sales revenue by \$6M USD and achieving margin targets.
- Managed rapid growth of staff of direct and professional staff from 60 to 350+ employees
- Reduced work in process by \$100M USD in first 2 months.
- Reduced delinquent accounts receivable by 95%.

NewCo, Inc. (1999-2012)
Sr. Manager Operational Excellence and Six Sigma

Responsible for ensuring strategic plan was transformed into actionable programs that delivered the strategy. Managed portfolio of projects, mentored assigned project managers. Led Six Sigma team in delivering training and mentoring, during project execution.

- Led warranty cost reduction program with national scope resulting in \$10 M warranty cost avoidance in 2010.
- Trained, mentored and certified Six Sigma green- and black-belts, with projects delivering \$2 M in savings and 80% reduction in cycle time.
- Developed Nokia Care Protect, the first direct-to-consumer, revenue-generating, commercial service for warranty support in North America, on time and achieving revenue targets.

Manager, Go To Market and Lifecycle Management

Managed a team of engineers focused on ensuring warranty support readiness of carriers and 3rd party repair vendors in North America. Monitored warranty metrics driving continuous improvement actions.

- Developed launch process resulting in a 67% reduction in cycle time with a 99% on time readiness, enabling a redeployment of staff and \$300K annual cost reduction.
- Developed automated process to ensure all consumer information is removed from warranty products, avoiding a \$1M per incident penalty.

Operations Manager

Responsible for end-to-end leadership of multi-shift production and repair operations, ensuring production goals were met while minimizing costs.

- Led transformational program moving the factory from a "Make-to-Order" approach into an "Assemble-to-Order" approach by implementing cellular manufacturing concepts, increased manufacturing flexibility by reducing line change over time from 24 hours to 4 hours.
- Implemented Lean Manufacturing concepts into packaging operation, reducing cycle time by 50%, resulting in double the daily output with the same capital investment.
- Managed the shutdown and transition of all activities to outsourced vendors, minimizing costs associated with excess inventory, and maximizing capital reuse and disposition.

FunTimes USA (1998-1999)
Project Manufacturing Engineer

Designed and transitioned prototype tooling and processes into production facilities in Mexico.

- Developed automated wire stripping process resulting in 50% reduction in manpower required.

Wylie E. Coyote
(1997- 1998)

Rocky Mountain Corporation
Senior Mechanical Mfg. Engineer

Recruited to assist in the transformation of a stagnant culture and implement an innovative flow management system.

- Implemented new operating procedures resulting in annual savings of \$25,000 in program costs, \$20,000 in labor costs, and \$15,000 in scrap savings.
- Standardized tooling procedures resulted in a \$50,000 cost savings.
- Implemented software to manage work-in-progress resulted in a \$250,000 WIP savings.

Pantheon Productions
Manufacturing /Producibility Engineer

(1988-1997)

Responsibilities included defining manufacturing procedures for individual parts, creation of CNC programs, and resolution of production issues on the shop floor. I collaborated with R&D to ensure manufacturability of new designs.

- Reduced work in progress by \$2M, decreased cycle time by 50%, and cycle time variation 84% by implementing site wide Lean Manufacturing approach
- Implemented procedures and software that reduced set-up time in precision machining by 50%.

EDUCATION & CERTIFICATIONS

Master of Business Administration, Industrial Management, University of Hard Knocks
Bachelor of Science, Mechanical Engineering Technology, U Know It University
Six Sigma/Lean Certified Master Black Belt
Former holder of DOD "Super Spy" Clearance
Scout Master, Boy Scout of America, Troop / Crew 000 Speedy, Gonzalez