

**JACK JEFFERSON**  
123 Any Street  
Any City, State 55555

**(213) 555-1234**  
**Cellular/Messages: (213) 777-5678**  
**e-mail: JackJefferson@earthlink.net**

A highly successful entrepreneurial operations manager with more than 20 years' experience in the manufacture and packaging of consumer food products for the grocery market.

Expertise includes knowledge of production, packaging and operating systems; total quality management and Just-in-Time inventory control; selection of outstanding staff and employee development; and budget management.

## **EXPERIENCE**

**Bisque Corporation**, City of Industry, California

2001-2007

### **General Manager, Frozen Division (2005-2007)**

Directed a food production line that was part of a \$40 million confection foods company with a staff of 65. Responsible for recruitment, employee relations, compensation and benefits, and employee development programs.

- Established standards for operating equipment and implemented new techniques/procedures that increased production by 40% without an increase in personnel.
- Participated in restructuring the manufacturing operations with a savings of 30% on direct labor expense.
- Implemented manufacturing procedures that increased quality and reduced rejections by 20%.
- Organized and conducted orientation programs for new hires.
- Developed employee and management handbooks that included company philosophy, policies, procedures and benefits.
- Created an applicant screening, testing and interviewing process for non-exempt and management positions that included screening for drug usage.
- Implemented and presented employee development/training programs.
- Participated in the implementation of the company's first retirement program with a 401(k) savings plan.
- Implemented a "Pay for Performance Program" for all levels of the organization.
- Recruited 65 employees in 60 days for the successful startup of a facility that had been closed for one year.

### **Production Manager, Safety and Training (2001-2005)**

In 2001, received the first employee of the year award (Circle of Excellence) for reducing the workers' compensation loss ratio, reflecting a \$250,000 dividend refund.

- Developed and implemented a safety incentive program that eliminated 98% of all loss-time accidents resulting in a declining experience modification rating from 167 to 118.
- Increased daily production by 33% through a cross-training program that eliminated downtime created by zone surges.
- Implemented a government regulated safety and training program (SB-198).
- Developed and implemented Kitchen Super Team via Quality Control Circles, reducing production incidents by 70%.

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**Bisque, Continued**

- Organized and presented in-house training programs on productivity, goal setting, employee relations, quality control circles, interviewing and sexual harassment.
- Developed and implemented a new sanitation program that reduced manpower by 50% and provided a higher level of cleaning throughout the facility while reducing chemical usage by 60%. Maintained an "Excellent Rating" with the American Institute of Baking (AIB).

**California Foods, Santa Ana, California**

1996-2001

**Plant Superintendent**

Managed daily operations of a food processing production line supporting \$200 million in annual sales.

- Increased plant production by 50% through the use of new equipment.
- Established training programs for downtime and man-hour reports.
- Developed and implemented standard operating, safety and training procedures for the entire production facility.

**GoodPets Corp., Sparks, Nevada**

1984-1996

**Department Manager (1992-1996)**

Responsibilities included scheduling production runs, change-overs, unloading of raw materials, batching and quality control testing for the primary and secondary processing areas running on three shifts.

- Spearheaded the salmonella project, resulting in new operating and handling procedures of raw and finished product. Reduced salmonella by 99%.
- Participated in downsizing production operations through 50% by switching to automated equipment and increasing training programs.

**Production Supervisor (1990-1992)**

Responsible for the third-shift processing department. Maintained excellent ratings with the quality control department's plant shutdown program.

**Extruder Operator (1984-1990)**

**EDUCATION**

**Dumee Meadows Community College, Winemucca, Nevada**

General business courses

Other: Continuous education in employee development, safety, training, sanitation and human resources.

**COMPUTER SKILLS**

Windows, word processing and spreadsheet software