



JONATHAN BAELER

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SENIOR-LEVEL/EXECUTIVE MANUFACTURING OPERATIONS MANAGEMENT

Sales | Operations | P/L | Accounting Practices | Software Systems | Technology

SUMMARY

Entrepreneurial, MBA-educated operations manager with proven record of systems innovation, quality leadership, product lines expansion, and operations improvement in the machining and plastics industries.

PROFESSIONAL EXPERIENCE

DIRECTOR/MANAGER, PRODUCT ENGINEERING AND QUALITY, Black & Decker, Inc., Cranston, RI, 2006 to Present

- Manage all quality functions within organization.
- Direct product engineering group and information systems functions at corporate level.
- Lead Information Systems group that interprets and communicates customer needs.
- Identify customer needs and tailor processes to meet needs, thus improving customer retention tenfold.
- Reduced lead time 50 percent and increased sales volume 500 percent through initiation of team efforts in areas of new-product design, quality, and process design.
- Implemented system to track quote-lead times, which previously resulted in loss of business; collaborated with engineers to reduce lead time on quotes from average of 3-5 days to 1.5; interacted with suppliers to create extended pricing and reduce dependence on quote-lead times, resulting in increased orders.
- Expanded service offering into new products; developed and led reverse engineering efforts and technical specification issues; won manufacturer certification for the process.
- Reduced errors by 50 percent and increased customer retention by creating new order-routing system to enable sales and customer service to understand required information and to reduce errors and cost; system facilitates communication with the customer about choices of standard processing methods and provides a vehicle to communicate special customer needs; previous system resulted in unacceptable number of errors, costing repeat business.
- Trained employees on SPC and ISO quality systems.
- Saved \$50K+ yearly by incorporating additional IS functions with no staffing increase.
- Implemented use of purchased and internally developed software applications, using Solomon, Clarion, MS Office, Microstation, AutoCAD, Access, or Visual Basic; focused programming and data conversion efforts to meet external and internal needs.
- Developed innovative method for calibrating machine whose setup caused unnecessary variation in final product; new method resulted in reduced set-up time and an improved product.

QUALITY ASSURANCE MANAGER, Black & Decker, Inc., Cranston, RI, 2002 to 2006

- Managed quality programs and supervised 18 inspectors at two facilities.
- Administered quality bonus program.
- Coached and developed inspectors and operators.
- Developed and maintained standard procedures for all operations in 50,000-square-foot manufacturing facility.
- Reduced system errors by implementing CAD-based routing package.
- Lowered customer tool cost \$500,000 annually through implementing process changes.
- Updated quality systems to comply with ISO 9000.

COMPLIANCE ENGINEER, Black & Decker, Inc., Cranston, RI, 1997 to 2002

- Isolated and reduced waste streams within facility.
- Developed and implemented OSHA and DNR programs, including Hazard Communication Standard, Energy Control, Personal Protective Equipment, and Fire Prevention and Control.
- Reduced flammable waste more than 90 percent through product changes and installation of solvent recovery equipment.
- Successfully accomplished shift from Large Quantity Generator status to Small Quantity Generator Status.

QUALITY ENGINEER, Black & Decker, Inc., Cranston, RI, 1992 to 1997

- Supervised all inspectors throughout facility.
- Maintained quality programs and developed quality bonus program.
- Maintained Preferred Supplier Status through ongoing quality training of production personnel.

DESIGN AND MANUFACTURING ENGINEER, Davenport Container, Design and Manufacturing Engineer, 1985 to 1992

- Designed, developed, and maintained High Density Polyethylene and PVC blow molding equipment.
- Supervised machine construction and assembly, troubleshooting, and plant upgrades.
- Implemented reclamation Pelletizer and extrusion line to reduce material cost.
- Redesigned HDPE blow molding equipment to allow extrusion and blow molding of PVC.
- Designed automated bottle-handling equipment, resulting in reduced manual operations and handling.

EDUCATION

Master of Business Administration
Bridgewater State College, Bridgewater, MA

Bachelor of Science in Engineering Management
Bryant University, Smithfield, RI

**PROFESSIONAL
AFFILIATIONS**

Member, Drill and Reamer Technical Committee, US Tool Institute
Member, Society of Manufacturing Engineers

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