**Anthony Brown**

Chicago, IL 61111

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**MANUFACTURING PRODUCTION MANAGER**

Skilled Manufacturing Manager with a passion for impeccable customer satisfaction accomplished

by meeting quality, cost, safety, and lead time expectations. Talented at both building teams and improving team performance through innovative management techniques. Offers thoughtful comprehensive feedback and recognition to promote productivity and company loyalty.

**SKILLS**

• Inventory Management • Customer Service & Satisfaction

• Talent Management • Quality & Productivity Improvement

• Lean Manufacturing • Operations Management

• Team Building & Leadership Development • Continuous Improvement Initiatives

• Union leadership Liaison • Safety Performance Improvement Team

**EXPERIENCE**

**ABC Company,** Chicago, IL

**Manufacturing Manager** June 2020 – Present

Managed day-to-day manufacturing operations, including supervision and assignment delegation for 100-

200-member team. Led operational staff, HR and labor relations, including Metal Fabrication, Finishing,

Assembly, Shipping and Receiving Departments to maximize business efficiency in a manufacturing

environment. Recruited, hired, and trained new employees both salaried and union.

* Increased customer satisfaction by following up on customer feedback and taking appropriate measure to resolve complaints.
* Collaborated with management team to introduce lean manufacturing practices, including a Kaizen improvement effort to improve productivity and reduce cost, an example being a 68% increase in Warehouse productivity.
* Planned and executed meetings and events for groups of 2 to 200.
* Led cross-functional communication and initiatives to ensure customer delivery expectations were met. As a result, on time delivery improved from 83% to consistently 95% and above.
* Represented the facility to customers, salesforce, and upper levels of management.
* Improved and exceeded company-wide product lead time goals reducing many by 50%.
* Achieved maximum performance across safety, maintenance, and production metrics.
* Trained, mentored, and supported a high-performing, customer focused, safety and quality- minded team, providing regular performance reviews, feedback, and coaching.
* Initiated a new safety program which resulted in no OSHA recordable incidents for two years.

**EDUCATION AND TRAINING**

State University

**Bachelor of Science, Anthropology**

Advanced Lean Certification