

# Donald Smith

## **Production. Management, Manufacturing, Retail**

Aurora, CO

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- Implemented a new process for processing assignments, resulting in double production on delivery and finished goods and components warehouse
- Greatly reduced weekly backorders which increased efficiency on production time shipments and sales (the plant went from processing 25-50 orders per week to 50-90 orders week)
- Was fundamental in taking a major retail store from the 10th to 3rd in the company in five months

## Work Experience

### **Customer Service Associate**

G2 Secure Staff, LLC - Denver, CO

July 2017 to Present

Customer service, helping at airport wheelchairs (DIA) accommodating passengers with special needs

### **Store Manager**

Salvation Army Family Thrift Store - Parker, CO

October 2016 to May 2017

Oversee store operation , merchandising, training, customer service.

### **Security Guard**

Allied Universal Security Services

November 2015 to October 2016

- Patrol outside and inside perimeters of properties and building
- Check IDs and verify if the individuals are authorized to be on premises
- A flex officer on call to work various locations and various shifts

### **Factory Supervisor**

RMO Inc - Denver, CO

June 2010 to December 2014

- In charge of 4 departments in the manufacturing of component parts and finished goods.
- Responsible for assigning work orders to the various departments and follow thru with orders to make insure production is flowing to each level and departments in timely manner for in stock inventory and shipments.
- Read and generated production reports on work orders and make sure back order are a priority and request work orders when needed.
- Followed raw material and component parts produced or purchased and contact schedulers, and purchasing personnel and inventory control.
- Worked closely with other supervisors in other areas of production.
- Started as a temp in production main duties was data entry of work orders
- Performed quality control inspection of components produced, worked with supervisor to ensure that all components needed for production were in stock

### **Production Coordinator**

DBHL INC - Englewood, CO

October 2003 to January 2008

- In charge of ordering all materials needed to run the Plant from office products to raw material to packaging.
- Helped maintain inventory levels and controls.
- Helped Coordinate production molding raw materials to producing and packaging of finished product.
- Worked with all supervisors on all shift and Quality Control.
- Worked with shipping and receiving on incoming materials and outgoing Product.
- Worked with Accounting on inventory control. Backed up Production supervisor when needed.

Highlights:

### **Supervisor over production team**

Express Personal

June 2003 to October 2003

6/2003 to 10/2003 I was promoted to lead. Promoted to Supervisor over production team (up to 16 employees) duties included scheduling of producing finished goods. • Worked with production and purchasing coordinator. • Was hired on Fulltime 10/2003 was Promoted to assist production coordinator. Promoted to Purchasing and Production Coordinator.

### **Store Manager**

Big Lots - Littleton, CO

June 1994 to May 2002

- Hired and trained a staff of 20-45 retail employees
- Performed bookkeeping, customer service, inventory control, and various sales oriented tasks including receiving and stocking, merchandising, etc
- Started as an assistant manager in Winter Haven FL and helped in turning the store around in sales gains and promoted to Manager in Avon Park FL.
- As manager I took the store to a gaining store thru merchandising and creating repeat business creating a fun atmosphere to shop with great customer service from all employees and in store commercials

### **Store Manager**

Acme Boots - Davenport, FL

May 1986 to July 1991

- In charge of all operations in sales training, hiring, inventory, payroll control, Customer Service, merchandising, maintain high standards in store recovery, shipping and receiving. Started as an Assistant
- Manager in Knoxville helped in training and sales gain.
- Promoted to Store Manager In Chattanooga.
- Improved the store from being down in sale and trained the employees in being more helpful to customers and giving great service which created sales and repeat business.
- The store went from 10th to 3rd in the company in five months
- Was promoted to Store Manager IN Knoxville increased sales and promoted to Memphis as
- Area Manager /Store Manager and helped with other stores in Pine Bluff AR and Little Rock AR
- Transferred Ft Pierce FL and then to Davenport FL

Education

## **Diploma in Business Management, Accounting**

FJ Reitz High School - Evansville, IN

September 1970 to June 1974

### Skills

SKILLS AND STRENGTHS • Customer Service • Business Management and Supervision skills • Ability to Work Independently/in a Team • Passion for Training, Leading and Motivating Staff • Organizational Skills • Excellent Verbal/Written Communication Skills • Consultation (of plant management) • Manufacturing/Production • Passion for Training Staff • Quality Control • Shipping and Receiving