

TROY HAGER

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MANAGEMENT PROFILE

Operations • Production • Warehousing • Project Management

History of success guiding timely, cost-effective production and distribution of leading-edge product lines. Excellent record of creating and driving significant enhancements to production processes by assessing source of and eliminating identified defects in manufacturing systems. Poised communicator and respected leader adept at forging partnerships with key customer, vendor and internal decision makers, and motivating top-flight, multi-shift production teams. Highly adept production strategist with talent for consistently driving manufacturing operations toward key business and profitability goals. In-depth technical acumen, with broad-based talents installing and configuring computer systems and manufacturing equipment, and troubleshooting challenging performance issues.

CORE COMPETENCIES

- Goal-focused Leadership
 - Materials & Inventory
 - Continuous Improvement
 - Inventory Management
 - Enterprise Production Operations
 - Purchasing & Procurement
 - Production Scheduling
 - Building Custom ERP Systems
 - High-quality Manufacturing
 - Customer & Vendor Relations
 - Employee Management
 - Chain Supply Management
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PROFESSIONAL EXPERIENCE

OSMOSIS SKIN CARE – Evergreen, Colorado

Oversee all aspects of operations for \$7M+ manufacturer of innovative skin care products.

Operations Manager, 4/2010 to 5/2013

Manage all aspects of production workflow, ensuring accuracy of all orders from initial sale to final shipment. Deliver excellent guidance, training and coaching to top-notch, cross-disciplinary team of 23, including hiring, reviews and other HR functions. Liaise daily with managers and employees of cross-functional departments to coordinate joint efforts and ensure streamlined execution of manufacturing processes. Partner with production teams to develop, implement and improve tools, equipment and procedures for streamlining and enhancing effectiveness of manufacturing systems.

Formulate sales, production and inventory reports. Employ historical information and sales projections to compile production schedules and raw material purchasing plans. Handle all aspects of inventory control, customer returns and warranty repairs. Monitor and track reject rates, customer retention levels and sales trends. Maintain and update records in customer database.

Key Achievements:

- Played key role in growing company from \$4M in annual sales to \$7M+ in two years.
- Championed procurement and implementation of enterprise-wide accounting and inventory system that boosted profit margins substantially; learned new system from ground up and trained all departments and employees in system usage and troubleshooting over 90 days.
- Instrumental in driving significant procedural enhancements that ranged in scope from small-scale daily procedures to enterprise-wide processes and guidelines.
- Recognized as point-of-contact for troubleshooting and repairing all manner of production equipment due to ability to rapidly isolate root source of mechanical and technical issues.

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HAGER REAL ESTATE – Evergreen, Colorado

Facilitated sales of residential real estate, managed all facets of construction on a custom home.

Real Estate Agent, 9/2001 to 4/2010

Represented interests of buyers and sellers. Ensured clients were well-educated on laws and regulations pertaining to home sales. Conducted market research to advise clients on appropriate courses of action in property purchases and sales. Prepared and negotiated sales contracts and ensured all contractual obligations were met.

Key Achievements:

- Successfully closed multiple real estate transactions.
- Oversaw all phases and physically worked onsite during the construction of a large custom log home. This home was completed on time and under budget.

IMAGESELLER – Golden, Colorado

Advanced from initial Purchasing and Delivery role to Production Manager, and then to Operations Manager during rapid growth phase with business expanding from \$500K to over \$4M in gross sales.

Operations Manager, 3/1996 to 8/2001

Played an integral role in planning and managing all facets of operations for ensuring prompt, accurate delivery of custom promotional items to Fortune 100 companies. Coordinated all phases of production, from initial sales order review, to quality control and customer delivery. Recruited, hired, supervised and mentored world-class, cross-disciplinary teams. Scheduled all master product and materials for 15 machines and 75 operators across day and night shifts. Formed supplier relationships and cultivated strategic alliances with domestic and overseas manufacturers. Procured, installed and maintained all computer hardware and software systems.

Key Achievements:

- Played key role in design and delivery of Web-based ordering and fulfillment system.
- Steered design and deployment of custom Access-based program that enabled employees to initiate purchase orders, monitor and forecast ordering, and conduct projections for inventory, backorders and shipping.
- Orchestrated planning and execution of physical move including floor layout/ design and equipment placement, leading to 300% increase in production over six months.

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Prior experience as a CNC machinist, production manager, owner of several small businesses.

EDUCATION AND CREDENTIALS

Bachelor of Science in Industrial Technology & Manufacturing Engineering
COLORADO STATE UNIVERSITY – Fort Collins, Colorado

Technical Expertise:

Windows XP/Vista/7/8 ~ AutoCAD ~ MS Office (Word, Excel, Access, Outlook, PowerPoint) ~
SalesPad ~ Dynamics GP ~ Visual Basic