

John Mann

11818 100th Place North, Maple Grove, MN 55369
763-657-0128

Highlighted Experience:

- 10+ years of customer service experience
- Demonstrated ability to creative problem solving and resolving complex issues
- Highly adaptable to changing circumstances and flexible work environments
- Supervisory experience and ability to train others
- Skilled in developing and implementing new processes and procedures
- Strong ability for accuracy and quality control
- Strong knowledge in M.S. Office, including Word, Excel, Powerpoint and Outlook

Professional Experience:

Mills Fleet Farm: September 2011 to Present

Sales Associate and Warehouse Team

- Customer assistance in a fast paced retail environment, including assisting store guests, placement of special orders, product testing, and other daily operations.
- Receiving and inventory control of large, complex retailer, including organization of materials. and quality control of incoming and outgoing orders.
- Responsible for security of yard, warehouse and accessory buildings.
- Operation of forklift and other lift trucks.

Alpha Ceramics, Inc: April 2003 to December 2009

Senior Production Engineer

- Responsible for manufacturing of electronic ceramics and related applications by analyzing, monitoring and troubleshooting all stages of production processes.
- Creation of new processes and techniques to manufacture piezo electronics which reduced production time by a minimum of 25%.
- Supervised up to six employees in two different production lines.
- Responsible for planning, documenting and prioritizing production schedules for several product lines.

Madison Dairy Corp. and Morningstar Foods: May 2001 to August 2002

Dairy Production Worker

- Manufactured and processed a variety of dairy products through skilled techniques and operation of precision machinery.
- Programmed complex computerized machinery to assist in production of dairy products.

- Performed exacting, FDA approved sterilization techniques to ensure efficient and quality production of perishable food products.
- Responsible for operation of heavy machinery, including forklift and semi tractors.
- Wrote documentation for state records.

Meriter Health Services: April 1997 to May 2001

Assistant Cook

- Implemented nutrition program for a retirement care facility by preparing meals for a large group of clients with diverse needs.
- Demonstrated ability to think critically and quickly by adapting and improving upon daily nutritional program as needed.

Milans Deli and Sub Station: April 1991 to May 1998

Senior Supervisor Specialist

- Supervised staff of eight in all functions of a fast paced restaurant.
- Skilled in multitasking through managing cash flow, preparing recipes and performing nightly inventory.
- Trained employees across the company at multiple locations and shifts.

Education and Certifications

May 1995 Madison Area Technical College Madison WI
Associate of Science Degree in Mechanical Technical Design

Industrial Truck Driving Permit. Certified to operate internal combustion and electronic lift trucks.

Microsoft Office and Auto CAD R12