

Steven Michael Kapcoe

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Exceptional logistics and operations manager with 27 years of experience within government, manufacturing and construction industries. Specializing in customer-focused, large-scale operations, process improvements and training development of teams. Seeking to lead operations to the next level of excellence and beyond.

Experience

Operations Manager

Merck Pharmaceuticals

Riverside, PA Apr 2019 – Present

Managed the production of Active Pharmaceutical Ingredients. Tasks include GMP/FDA compliance, SAP and GLIMS operations, mentoring/advising union employees, and developing a strong safety-focused culture. Addressed and mitigated numerous equipment and safety training deficiencies through positive coaching and reinforcement.

Operations Manager

Michigan CAT

Waterford, MI Jun. 2017 – Feb. 2019

Provided much needed leadership, reducing truancy from 30% to less than five percent through accountability and reward, making the team part of the branch's success. Identified and procured key shortage items in equipment and tools while improving day to day operations through improved scheduling that provided better equipment utilization, resulting in an eight-fold growth in profit for 2017, despite being short 30% of personnel. Instituted a training development plan with the union to improve union skill set, while establishing a "short list" for individuals to work with our location while waiting for improved headcount authorization.

Distribution Center Manager

Dealer Tire

Schertz, TX Apr. 2016 – Feb. 2017

Branch manager responsible for establishment of tire distribution operations in Austin and San Antonio markets. Served as General Contractor for facility construction and Primary Trainer while certifying training of new staff on distribution operations. The new branch was so effective that it became the training center for the entire network, becoming the most successful startup in the 28-year Dealer Tire history, achieving steady state operations six months ahead of schedule.

Logistics Manager

U.S. Army

Ft Hood, TX

Jul. 2008 – Jun. 2016

Consistently serving in positions usually reserved by much higher-level managers, instituted significant theatre-wide changes in equipment tracking which sped up repair procedures. Improved transportation scheduling to reduce delivery times. Coordinated with several NATO countries' operations teams to maximize training benefit during summer rotations at Fort Hood. As a commander, reinvigorated every part of the company from planning to training and day to day operations and inventory control to improve their rating from worst in 1st Cavalry Division to the best among 36 companies in 14 months, achieving five Department of the Army awards for maintenance and food service excellence. As a deployed logistics and force generation manager, developed the organizational structure of the Afghan military police brigade allowing transfer of detention operations to Afghan control.

Production Supervisor

Boar's Head

Jarratt, VA

Apr. 2002 – Jul. 2008

While serving as night shift manager, improved cleanliness by training cleaners on better handling of equipment and purchasing of eco-friendly yet more effective cleansers. Tripled production through improved processing scheduling and reducing equipment setup times. Instituted improvements in manufacturing procedures to maximize cooker fill rates while reducing rework from linker systems.

Engineering Manager

U.S. Army

Ft Wood, MO

Jun. 1996 – Jan. 2002

As the operations and maintenance officer, maintained a fleet of 1,100 pieces of heavy construction equipment at the US Army's engineer training facility at over 93% readiness rate for three years. As project manager for the Army battalion, designed and served as general contractor on two multi-million-dollar improvement projects for training center upgrades, which came in \$500K and \$1.5M under budget respectively. Efforts enabled the rapid relocation of two Army commands from Fort McLellan to Fort Leonard Wood.

Electrical Tech

U.S. Army

Ft. Carson, CO

Sep. 1990 – Jun. 1992

Provided exceptional work ethic and electrical acumen to the calibration detachment, which was rewarded by being placed on installation color guard and eventually selected to attend for West Point in 1992.

Education

MBA Project Management	Northcentral University	2019
M.S. Environmental Management	University of Maryland University College	2013
B.S. Geography (GIS) and Computer Science	United States Military Academy	1996