

# David Tchouawa

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## Summary

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Dedicated professional successful in running day-to-day operations in a large manufacturing plant employing over 1,500 production and quality control staff.

## Core Competencies

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- **Linguistic Abilities:** Bilingual French; Basic knowledge of German; Fluent in another African language.
- **Leadership Responsibilities:** Organized Team Development Cycle activities; Acted as liaison between the team and the upper management; Provided motivational support for the group.
- **Team Player:** Team-based environment work; Dedicated member of a team of 15 people; Helped diffuse the tension within the team; Offered support for other ideas and proposals; Gave honest and constructive feedbacks to other team members; Provided assistance to others when needed.
- **Quality and Cost Control:** Knowledgeable of quality control standards and requirements; Dedicated to product quality; Worked in a dedicated team to reduce off-quality products; Lean manufacturing.
- **Process Certification:** Knowledgeable of the Plant measurement systems: Shaw Management System, Shaw Quality System and Shaw Environmental System; Behavior Based Safety; Behavior Analysis Implementation Team, Behavior Analysis Steering System, Six Sigma.
- **International Exposure:** Resided and studied for 4 years in France; Worked and lived in Cameroon, Sub-Saharan Africa; Cross cultural awareness; Sensibility to various cultures and backgrounds; Relevant international business regulations, marketing, finance coursework.
- **Customer Focus:** Quickly and effectively solved customer's inquiries; Earned 100% marks in all aspects including communication and problem resolution skills; Talked to customers to find out how satisfied they are.
- **Managing Performance:** Received approximately 5 Certificates of Accomplishment in the past 5 years; Warped and processed an average of 3,000 pounds of yarn on a daily basis; Managed a high-volume workload within a deadline-driven environment; consistently met performance benchmarks in all areas of production.
- **Technology:** Advanced knowledge of software packages and applications: Excel, Word, Notes and Adobe Acrobat; Good presentation skills.

## Experience

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### Warping Associate

January 2006 to Current

#### Shaw Industries Group, Inc. – Cartersville, GA

Train new hires to cross-functional operations; Master the intricacies of the process flow within the Warping Department; Develop and implement data-based solutions in a timely manner; Operate all equipment throughout warping process to back-fill; Coordinate closely with quality control regarding products awaiting dispositions; Maintain and enforce a safe and clean working environment at all times; Establish and adjust work procedures to meet production schedules; Complete key projects on time and with a high level of accuracy; Train and counsel employees to develop a high performing team; Capitalize on each recycling opportunity and verified that only approved waste conform to Shaw Environmental Standard; Improve efficiency and production by eliminating waste and productivity constraints; Enforce a culture of lean manufacturing and continuous improvement while providing operational leadership.

### Customer Service Representative

March 2003 to March 2005

#### Animalis – Bondy, Ile-de-France, France

Coordinated the administration of product orders ; Understood customer needs and guaranteed delivery of company's commitment; Handled customer inquiries, complaints and service requests; Managed a high volume workload within a deadline-driven environment; Helped company attain the highest customer service ratings; Earned a 100% marks in all categories including communication skills and problem resolution.

### French Teacher

June 2000 to July 2002

#### College Dauphine – Douala, Cameroon

Developed excellent rapport with students and implemented daily unit plans for my class; Adapted teaching methodology to individual student needs to increase aptitude; Created detailed lesson and unit plans based on goal-setting and observable outcomes; created and implemented French language curriculum, including grammar and composition; Designed units to maximize available technology and resources; Provided one-on-one assistance and instruction for students performing below average.

## Education

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**MBA: International Business**, 2011

**Argosy University** – Atlanta, GA, USA

**Bachelor of Arts: Bilingual Studies English/French**, 1999

**University of Buea** – Buea, Fako, Cameroon

## Volunteer Activities

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Member, United Way

Member, Nouveaux Droits de l'Homme, International Human Rights NGO

## Additional Information

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Willing to travel; to relocate