

THEODORE HIEGEL

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MANUFACTURING • LOGISTICS • OPERATIONS • SALES MANAGEMENT

A versatile, organized, and results focused professional eager to combine my education in business management with extensive experience in operations, warehouse, and manufacturing management. Proven track record of creating and implementing processes that improve efficiency and cut costs. Demonstrated ability to lead, motivate, and train staff with a focus on high work quality and customer service.

AREAS OF EXPERTISE

- Operations Management
- Warehouse Management
- New Process Implementation
- Strategic Planning
- Inventory Control
- Recruiting & Hiring
- Staff Training & Development
- Project Management
- Employee Engagement
- Shipping & Receiving
- APICS Member
- Cost Reductions

EDUCATION & TRAINING

Bachelor of Science, Business Administration, Regis University, Denver, CO

Applicable Coursework: *Personnel Management, Project Management, Business Management, Corporate Finance, International Business Finance, TQM, Business Process Design, Operations Management*

Six Sigma Green Belt

Lean Green Belt

Forklift Certified

APICS CSCP (In

progress)

PROFESSIONAL EXPERIENCE

COUNTY LINE LUMBER, ERIE, CO

2015 – PRESENT

OPERATIONS

- Provided purchasing, scheduling, inventory, MRP, and ERP management guidance and workflow design.
- Manage the delivery, inventory, CRM, and procurement processes.
- Created a process to reconcile all inventory receipts with invoices.
- Developed an OS&D procedure and facilitated all vendor returns and processed credits.

WURTH GROUP., DENVER, CO

2014 – 2015

SITE MANAGER, SALES, CLIENT SERVICES, PROCUREMENT, INVENTORY SUPPORT

- Charged with overseeing all aspects of client support of their \$14 million per year indirect material account.
- Worked with client to support their manufacturing operations and their 1600 employees.
- Hire, train, and managed staff in a 24/7 environment with a focus on customer satisfaction.
- Established Human Resource and Inventory control procedures for the organization.
- Created a Kanban process for manufacturing support allowing employees to remain at their work stations and in production.
- Provided parts and equipment sourcing for engineering and production teams delivering leading edge turbine products.

CATERPILLAR INC., DENVER, CO

2008 – 2014

RECEIVING, WAREHOUSING, SHIPPING, AND QUALITY OPERATIONS

- Charged with overseeing and directing cross departmental efforts to ensure product was shipped and received in a timely and safe manner while driving a 300% improvement in quality and a 25% increase velocity .
- Worked with both domestic and international customers and carriers to ensure all shipments including TL, LTL, Parcel, and Air arrived timely and accurately.

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- Significantly contributed to network-wide Six Sigma projects that increase quality, efficiency and productivity.
 - Drove employee engagement and demonstrated a 110% improvement on tracked metrics.

LOWE'S COMPANIES, NORTHGLENN, CO 2003 - 2008

OPERATIONS MANAGER, ADMINISTRATIVE MANAGER, REMODEL MANAGER, SALES MANAGER

- Manager recruited to oversee various projects, departments, and staff in the name of increasing profitability and revenue for the company.
- Oversaw the reconciliation of P&L statements and attainment of overall location metric attainment.
- Designed and implemented processes that eliminated process errors and improved efficiency.
- Directed the start-up of new locations, which included planning warehouses, receiving and merchandising product, and hiring and training new employees while delivering results below expense budgets.

BEST BUY ENTERPRISES, BROOMFIELD, CO 1995 - 2003

SALES MANAGER/OPERATIONS MANAGER/MERCHANDISE MANAGER
