

Production
Supervisor/
Operations
Manager

Tuan Pham

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Skills/

Expertise

Analytical Thinking
Budgeting
Client Relations
Communications
Complex Reporting
Efficiency
Equipment Maintenance
HAACP
HR Functions
Leadership
Management Relations
Materials Specifications
OSHA
Plant Operations
Problem Solving
Production
Providing Solutions
Quality Assurance
Scheduling
SOP Creation
Team Building
Time Management
USDA Regulations

Languages

English
Vietnamese

Education

**Human Resources
Management**

*University of Nebraska
Lincoln, NE*

Experience

Luxor Nails **Aurora, CO** **10/14—Present**

Receptionist

- Manage the activities of the front desk; promote excellent standards of customer service
- Perform a variety of administrative functions as necessary

Nutraceutix

Lafayette, CO **12/11—10/14**

Production Manager

- Planned, organized, and supervised production to ensure efficiency, timeliness, quality assurance, and cost control
- Reviewed and adjusted production schedules, determined necessary human and material resources, and managed staffing and material levels to meet production targets
- Supervised equipment use, maintenance, modification, and procurement
- Created and implemented standard operating procedures (SOP) for production operations
- Ensured adherence to all health and safety policies, procedures, and best practices as well as standard operating procedures
- Implemented product quality standards and tracking programs; analyzed production to detect and correct issues, and initiated improvements to the production process
- Prepared and maintained production reports
- Hired, trained, mentored, coached, and maintained accountability for all department personnel; disciplined or terminated staff as necessary
- Monitored and reviewed staff performance and introduced modifications for improvement; conducted annual employee reviews
- Estimated production costs, determined and managed budgets, and implemented cost control programs
- Ensured efficient collaboration between relevant departments including procurement, distribution, and management
- Decreased customer complaints and employee turnover by 50%
- Enhanced employee productivity and efficiency through the introduction of a formal training program and Good Manufacturing Practices education
- Decreased incident/accident rates by >50% through initiating an improved safety training program
- Improved overall flow of manufacturing from beginning to end via comprehensive communication with other departments
- Expanded the SOP writing process which was instrumental in assisting with the writing and re-writing of numerous SOPs related to production

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Certifications and

Awards

**Cintas Certificate of
Achievement**

AHA First Aid/CPR/AED

AIB International

*Science of Baking
Foundations*

Hostess Brands

*The Right Mix Production
Training*

BioMedix

Rapid E. coli 0157 & H7

Simplate Total Plate Count

Coliform/E. coli

Yeast & Mold

Rapid Listeria

BioChrome Staph.. Areus

*BioSwab Environmental
Sampling*

BioMedix

*Basic Hazard Analysis &
Critical Control Point
(HACCP) Development &
Implementation*

Experience Continued

Hostess Brand Corporation

Denver, CO 12/07—12/10

Plant Operations + Assistant Production Manager

- Assessed and streamlined production to provide more efficient and cost-effective staffing while maintaining high quality levels
- Conducted pre-shift meetings to address all relevant production and personnel matters
- Ensured that all Hostess Brands specifications were adhered to during the baking process at each station
- Conducted weekly safety meetings with associates and team members
- Generated and audited post-shift reports for accuracy; reconciled weekly timesheets and reports and disbursed as needed
- Monitored daily production processes with focus on improved productivity and efficiency
- Collected data for and completed daily Operations Reports (OR) and other Production Cost Reports (PCR)
- Maintained strong client relations
- Increased profitability through loss reduction and prevention: packaging, ingredient loss, lost line time, and unaccounted man hours

Fuji Foods U.S. Inc.

Denver, CO 04/05—04/06

Production Supervisor

- Supervised 30+ employees; monitored the daily maintenance of line, equipment, team efficiency, and safety to meet customer and company standards
- Designed and implemented a company-wide cost-reduction management program
- Inspected incoming raw materials and completed QA tests; completed non-conforming reports (NCR) on materials not meeting specifications requirements
- Assess finished products for conformance to specifications and adherence to food safety requirements
- Achieved standards for individual production (yields and lbs./man hour); assisted in scheduling associates and production runs
- Enforced all USDA rules and regulations; participated in the Employee Advisory Committee (3yrs.) and Safety Committee (4yrs.)

Sun-Husker Foods, Inc.

Lincoln, NE 07/95—04/05

Production Supervisor + Foreman + Quality Assurance Technician

- Supervised 30+ employees; achieved production targets for yields and lbs./man hour
- Conducted post-production meetings to discuss necessary changes and management issues
- Approved daily run timesheets for accuracy; provided complex reporting to management for tracking