

DANIEL K. GONCE

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Directed division performance resulting in the receipt of 7 consecutive Honda Supplier Awards, including 6 years of 100% on time delivery -
The sole audio supplier recipient of this prestigious award.

CAREER PROFILE

Production Control, Operations, and Distribution Manager with 15 + years of experience in the electronics service industry. *Skilled in project planning, vendor management, inventory control, contract negotiation, production scheduling, cost accounting analysis, and budgeting.* Consistently promoted due to being pro-active, willingness to accept challenges, and exceeding company objectives. Performed contract administration for: Time Warner, Ford Motor Company, American Honda, Motorola, and BMW. Technically proficient in Microsoft Office Suite.

SUCCESSSES

- Actively collaborated with senior management to successfully achieve a silver rating on the **California Award for Performance Excellence** in both 2006 and 2008; award is equivalent to Malcolm Baldrige National Quality Award.
- Initiated a dealer direct core return program with American Honda, reducing core return turnaround time by 7 days, and freight cost by over \$10K annually.
- Negotiated 100% of all potential service contracts with Ford/Visteon for 12 consecutive years.

PROVEN COMPETENCIES

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|-------------------------|------------------------------|--------------------------|
| • Operations Management | • Planning | • Analytical Analysis |
| • Production Control | • Product Development | • Contract Negotiator |
| • Account Executive | • Administrative Functions | • Effective Communicator |
| • Budget Management | • Cost Accounting | • Budgeting |
| • Forecasting | • Customer Service Relations | • Management/Leadership |

PROFESSIONAL EXPERIENCE OVERVIEW

UNITED WAY OF CENTRAL OHIO

Loaned Executive (August 2010 – November 2010)

Manage workplace campaigns, company accounts and speaking engagements. Build community relationships and conduct presentation.

PIONEER ELECTRONIC INC., (USA), COLUMBUS, OH

1992-2010

MANAGER, PRODUCTION CONTROL AND DISTRIBUTION (2006 – 2010)

Planned and directed the distribution of parts and product on a national and international level. Managed material handling staff responsible for receiving, inventory and shipping functions. Ensured timeliness and accuracy of receiving and order fulfillment processes to obtain maximum customer satisfaction. Managed an advanced exchange (OEM) and consumer inventory program.

- Achieved 99.8% turnaround time on orders shipped within 24 hours.
- Achieved Ford (95% with 24 hours) and GM (100% within 48 hours) service turnaround time requirements for 12 consecutive years.
- Delivered four consecutive years of zero shipping errors to American Honda.
- Managed parts inventory of \$10M, and Original Equipment Manufacturer (OEM) exchange pool inventory (Ford, Honda, GM and BMW) inventory of \$6M.
- Managed budget for internal service, distribution and outside contractors, with an income of over \$4M annually, and profit margins exceeding 15%

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PROFESSIONAL EXPERIENCE OVERVIEW (CONT'D)

MANAGER, PRODUCTION CONTROL / QUALITY ENGINEERING (2001 – 2006)

Reviewed and analyzed repair quality data, made monthly recommendations to both in-house service and outside contractors for improvement. Responsible for improved packaging on Honda / Ford products.

- Reduced final audit failures from 1.18% in FY2002 to 0.29% FY2009.
- Implemented monthly review of second time returns on consumer and OEM products to improve final audit results.

MANAGER, PRODUCTION CONTROL (1992 – 2001)

Managed production control, shipping and receiving functions. Scheduled internal and external service workload. Provided customer service functions. Responsible for department budget, including forecasting service volume, parts, income, packaging and freight expense. Purchased materials for GM valued added project.

- Achieved 99%, 24-hour advance exchange turnaround time for Ford Motor Company.
- Provided 100%, 48-hour advance exchange turnaround time GM for 12 consecutive years.
- Served as the primary service contract provider to: Time Warner, Cox Cable, BMW, Honda, Ford Motor Company, General Motors, Land Rover and Motorola.
- Developed monthly production goals, monitored workload on a daily basis, and provided monthly performance reports.
- Negotiated service rates with OEM customers, contractor repair rates, and discount programs with freight carriers.
- Implemented pilot program for in-house cellular phone repair on Motorola products.
- Instituted cost reductions in cable TV set top box, projection/plasma board recycling, and mobile OEM service areas by partnering with outside service vendors.

EDUCATION

THE OHIO STATE UNIVERSITY, COLUMBUS, OH
2 YEARS ENGINEERING

DEVRY UNIVERSITY, COLUMBUS, OH

CERTIFICATES/PROFESSIONAL DEVELOPMENT

Certified Logistics Associate (CLA) Certificate • Columbus State Community College LogisticsARTS Program (CSCC)
Managing Multiple Objectives and Deadlines • Total Time Management • QS-9000 Quality System
Certified Quality Auditor Course • ISO9001:2000/TS 1649 Training • 5-S Lead Auditor
Process Improvement/Kaizen • HAZMAT Training • HIPAA Requirements
CAPE Training • ISO14000

VOLUNTEER ACTIVITIES

St. Brendan's Commissioner of Baseball / Softball • Baseball Coach • Judge of School Research and Science Fair at St. Brendan's • Blood Donor for the Red Cross