

Lori L. Holben

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4634 Community Way, Hilliard, OH 43026

614-499-2898

CAREER PROFILE

Accomplished manufacturing operations professional known for delivering quality product to a wide customer base while maintaining strong revenue and profit gains in highly competitive markets, is seeking a Production or Supply Chain Management position. Bringing 20+ years of solid experience and selected strengths that encompass production management, sales, quality, and key account development and equally effective at relationship building, product development and team leadership.

PROFESSIONAL EXPERIENCE

Quality Assured Products, Inc./Repurpose, LLC Gallipolis, OH Jan 1995 – June 2011
Small, privately held, manufacturing company which manufactures fiberglass acoustical products for the office furniture, office wall system, engine cover and HVAC industries.

Operations Manager 2002 to 2011
Resource Manager 1995-2002

- Scheduled production for 2 shifts, 6 days a week in an OEM manufacturing industry of molded fiberglass products. Peak volume of 1.129 million units sold annually.
- Established production planning procedures for efficient usage of materials, labor and equipment using lean management methodologies. Resulting in 99-100% on-time delivery with .2% customer rejection rate and zero spoilage of raw materials with a 3-4 week shelf life.
- Managed raw material inventory and finished product requirements for multiple locations using analysis of inventory cycles, customer MRP reports, and product history to maintain a 99-100% on-time delivery. Maintained sufficient levels of raw material with a 2 week purchase lead time while meeting customer JIT lead times of 5 days or less.
- Developed a unique quality control system derived from ISO 9000 standards allowing traceability of defective parts to specific production dates, shifts, personnel and raw material manufacture date and shift.
- Performed periodic reviews of production procedures to develop and implement improvements for reduction in time, material and equipment usage
- Worked with customers in product development, quoting, lead times, special requests, shipping logistics and packaging. Developed a positive working relationship with customers and vendors, improving customer satisfaction with excellent product quality and on-time delivery performance of 99.8%.
- Developed and installed data base for new manufacturing software designed to measure performance metrics related to material, labor and equipment usage to convert raw material to each product SKU.

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- Performed functions of Human Resource management including hiring, benefits, promotions, wage levels, reviews, safety, worker compensation claims, employee conflict, reprimanding and firing. Annually reviewed and selected health insurance options.
- Performed accounting functions including: Monthly and yearly Income Statement and Balance Sheet Reports, General Journal Entries, Cash Flow, Payroll, Payroll Taxes, A/R and A/P. Analyzed monthly sales forecasts to anticipate future sales from repeat customers. Maintained physical inventory costing.

KC Marriott Downtown, Kansas City, MO Credit and Collections Manager, 1989-1994

- Managed credit and collections for group customers at a large convention hotel. Reviewed credit information and determined credit-worthiness. Prepared customer statements, verifying all charges against contract information. Monitored outstanding balances beyond payment terms. Performed collection actions such as collection calls, collection letters and use of collection agencies. In first 3 months, reduced outstanding credit by 50%. Recorded General Journal entries. Lead monthly credit meetings with General Manager and key management personnel to report status of outstanding balances.

Adams Mark Hotel, Kansas City, Mo Credit and Collections Manager, 1987-1989

- Accountable for all functions of credit and collections for a large, upscale hotel. Reviewed and granted credit based on customer credit-worthiness. Prepared customer billing and monitored payment activity. Performed collection actions when required. Lead monthly credit meetings with General Manager and key management personnel.

EDUCATION

Graceland College (Graceland University), Lamoni, IA
Bachelor of Science in Business Administration and Economics

Proficient in Microsoft Excel, Microsoft Word, ShopTech E2 Shop System