

GERALD CARAWAY

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PROFILE

Analytical, results-driven leader experience providing innovative and efficient business solutions at local and regional levels in support of senior management. Leadership and project management experience with extensive knowledge in customer satisfaction, strategic thinking, and relationship building. Effective and powerful communication and presentation abilities, with strong problem resolution, risk management and organizational skills. Quality focused and detail oriented.

Providing Solutions for:

- ◆ Project Management
- ◆ Quality Improvement
- ◆ Process Improvement
- ◆ Strategic Planning
- ◆ Customer Service
- ◆ Supply Chain Management

PROFESSIONAL EXPERIENCE

Dish Network, Spring, TX

2016 - Present

Operations Manager

- Develop strategy and implementation plans to maximize profit and loss at The Woodlands IHS facility as well as maintain facility operations budget.
- Create staffing plan and conduct interviews for front line managers, warehouse personnel and technicians to build and maintain team.
- Create schedules for technicians, field service managers, and warehouse personnel including daily tasks, vacation time, and training schedules.
- Direct logistics operations and warehouse personnel to insure accuracy of material inventory.
- Maintain fleet of service vans scheduling repairs and preventative maintenance work.
- Perform regular performance reviews and appraisals of field service managers and technicians to improve quality and customer service.
- Serve as point of contact for issues involving quality, damage claims, and customer service.
- Work in conjunction with senior leadership and analyze financial data to drive performance improvements.
- Conduct weekly team training to address safety issues, develop customer service, improve quality, and increase sales performance.

Key Accomplishments:

- Reduced technical errors by 30% in 4 months
- Increased sales by 42.13% per work order in 1 year.
- Improved safety and reduced workman's comp claims from \$280,000.00 to \$0 in 7 months.

AT&T, Houston, TX

1999 - 2015

Operations Manager/Project Manager

- Manage 12 central offices/data centers with 20 technicians providing leadership in meeting monthly service metrics.
- Resolved network voice, data, and video issues for internal/external customers in a timely manner.
- Conducted detail root cause analysis of complex network performance, failures and infrastructure issues to improve network reliability in North Houston region.
- Led process improvement efforts by developing methods and procedures to address under-performing areas in operational efficiency, quality, safety, and training.
- Planned, organized, and oversaw quality reviews of vendor projects to ensure infrastructure installations complied with company policy.
- Key member of cloud computing equipment project management teams.
- Developed and implemented disaster recovery plans for central office/data center.

Key Accomplishments:

- 2000 and 2008 Recipient of AT&T Service Leader Award
- Instrumental in development of strategic plan for installation of \$3M Lucent 5E switching equipment.
- AT&T Management Gold Certification

TELXON CORPORATION, Houston, TX

1998 - 1999

IT Project Manager

- Analyzed manufacturing database increase operational effectiveness and provided creative problem solving techniques to resolve outstanding issues.
- Acted as liaison between vendor database team and volume manufacturing engineers to identify risks and opportunities for new computer database.

APPLIED MATERIALS, Austin, TX

1994 - 1998

New Technology Project Manager

- Primary liaison between research/design group and volume manufacturing.
- Led project management team to analyze and solve complex design issues with new technology products were released on time and within set budget.
- Analyzed and solved supply chain bottleneck issues for volume manufacturing.
- Planned and developed volume manufacturing training program for new technology products including leader led classes, illustrated documentation and order of operations.

Key Accomplishments:

- Reduced Centura Etch products build time by 85% and overtime by 40%.
- Applied Materials Engineering Award

EDUCATION

PRAIRIE VIEW A&M UNIVERSITY

Master of Business Administration

- Beta Gamma Sigma Honor Society

PRAIRIE VIEW A&M UNIVERSITY

Bachelor of Science Electrical Engineering

- Honors College