



Sample Resumé 1 BEFORE JobMetrx Optimization (page 1 of 2)

Kevin C. Backus

3245 Primrose Lane, Philadelphia, Pa 19131
215-528-1714 (home) kevinbackus12@gmail.com

Profile

Customer-focused, Master Black Belt. Proven track record of success in all aspects of Lean Six Sigma, Quality Management and Continuous Process Improvement. Other skills include: Project and Portfolio Management; Quality System Development & Deployment (ISO 9001:2000, QS-9000, ISO/TS-16949); Internal, second and third party QMS & EMS auditing; Continuous Improvement Program Deployment; Training and Content Development; Establishing Key Metrics and Benchmarking; Pro-Forma Studies; Strategic Conceptualization; Executive Presentations

Experience

WALTERS HEALTH MANAGEMENT, Philadelphia, Pa 2001 - Present
Director of Quality - Responsible for business unit operational excellence project portfolio, division project management, lean & kaizen deployment, mentoring black belts & green belts, comprehensive quality training, negotiating contracts, and leading strategic six sigma projects.

- Direct \$35MM operational excellence project deck across 4 business units and created standards for project tracking of financials.
- Led and designed Lean Six Sigma redeployments covering all strategic aspects from resource and talent planning through program management and project execution.
- Program lead for Lean Six Sigma training launch that trained 10 black belts, 50 green belts, 40 project sponsors and 100 executives.
- Mentored 20 black-belts and green belts on three continents from project selection through project presentations to CEO.
- Mentored and supported green belts and project managers to achieve \$1.25MM savings in 2008.
- Leader/facilitator for major product line overhaul including future state process design to eliminate process labor.
- Managed lean demonstration project that improved productivity in processing invoices by 65% using 5s, kaizen, and other lean tools.
- Led strategic sales effectiveness project over two year period.
- Co-authored first training manual for lean six sigma and black belt students.

LUNA CHEMICAL CORPORATION, Bridgeport Nj 1991-2001
Quality Manager - Directed NA and global quality systems and productivity improvement initiatives, including Six Sigma, SPC pilot and launch. Led US QM systems and 3 QA Laboratories.

- Designed and implemented Quality System registered to ISO-9001 and various customer-specific quality system standards for corporate headquarters, 6 manufacturing plants, 3 design laboratories and over 15 chemical management service sites.
- Led a multifunctional team to streamline the "No-charge" process, utilizing process mapping value stream analysis and lean tools.
- Co-leader on implementation team that achieved an ISO-14001 registration for a plant's EMS. Performed QMS contract audits for third party and affiliated companies.
- Reduced customer complaint turnaround time 76% by streamlining and automating the process, raising organizational focus to resolve customer issues, and benchmarking versus best-in-class companies.



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- Increased first run yield rate for production from 72% to 98% by leading multiple projects. Utilized statistical tools, and measurement system analysis to improve specification setting, manufacturing and testing processes, and working with suppliers to reduce raw material variability.
- Increased shipped-in-specification rate from 91.2% to 99.95%, and improved on-time shipment rate from 85% to 98%. Results included improved global customer satisfaction ratings for 5 years running.
- Managed Quality Assurance laboratories (13 reports including 2 managers), and established the first self-directed work unit for the QA Laboratory that eliminated one layer of management.
- Led teams that improved the processes for communicating process and product changes, upgraded product labeling, and slashed problem inventory by a \$250K run rate.

Education

MBA Finance, Drexel University, Philadelphia, Pa
BS, Chemical Engineering, University of Pittsburgh, Pittsburgh, Pa

Professional Development & Accreditations

Professional development programs completed for: ASQ SIX-SIGMA black belt and ASQ SIX-SIGMA deployment champion, Lean & 5s, advanced SPC, Design of Experiments, Project Management, FMEA, QFD, QMS & EMS auditing, Team Leadership and Facilitation, Effective Business Writing, ISO 9001:2000, ISO/TS-16949, ISO-14001 EMS

Software proficiency in: ProForma Workbench, SQCPack Plus, Igrafx, Minitab, e-Project Guru, Visio, MS Project, MS Office Suite

RAB-accredited ISO assessor (1995-2005), certificate #Q02534



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KEVIN C. BACKUS

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kevincbackus12@gmail.com

PROFILE

Customer-focused, *Quality Executive* with Master Black Belt and a proven track record of success in all aspects of Lean Six Sigma, Quality Management and Continuous Process Improvement. Expertise demonstrated in:

- Project and portfolio management
- Quality system development & deployment (ISO 9001:2000, QS-9000, ISO/TS-16949)
- Internal, second and third party QMS & EMS auditing
- Continuous improvement program deployment
- Training and content development
- Establishing key metrics and benchmarking
- Pro-forma studies
- Strategic conceptualization
- Executive presentations

PROFESSIONAL EXPERIENCE & ACCOMPLISHMENTS

WALTERS HEALTH MANAGEMENT, Philadelphia, PA • 2001 - Present

\$4.3 billion global provider of content for healthcare professionals, serving physicians, nurses, allied health professionals, with solutions for R&D, point-of-learning, point-of-dispensing, and point-of-care.

Director of Quality

Responsible for business unit operational excellence project portfolio, division project management, lean & kaizen deployment, mentoring black belts & green belts, comprehensive quality training, negotiating contracts, and leading strategic six sigma projects.

- Direct \$35MM operational excellence project deck across four business units and created standards for project tracking of financials.
- Led and designed Lean Six Sigma redeployments covering all strategic aspects from resource and talent planning through program management and project execution.
- Program lead for Lean Six Sigma training launch that trained 10 black belts, 50 green belts, 40 project sponsors and 100 executives.
- Mentored 20 black-belts and green belts on three continents from project selection through project presentations to CEO.
- Mentored and supported green belts and project managers to achieve \$1.25MM savings in 2008.
- Leader/facilitator for major product line overhaul including future state process design to eliminate 45% of process labor.
- Managed lean demonstration project that improved productivity in processing invoices by 65% using 5s, kaizen, and other lean tools.
- Led strategic sales effectiveness project that contributed \$875K EBITA savings over 2 year period.
- Co-authored first training manual for lean six sigma and black belt students.



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KEVIN C. BACKUS

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LUNA CHEMICAL CORPORATION, Bridgeport NJ • 1991-2001

\$650MM global leader in the development, manufacture and marketing of specialty chemical products and services for the steel, aluminum and metalworking industries.

Quality Manager

Directed North American and global quality systems and productivity improvement initiatives, including Six Sigma, SPC pilot and launch. Led US Quality Management systems and three QA Laboratories.

- Designed and implemented Quality System registered to ISO-9001 and various customer-specific quality system standards for corporate headquarters, 6 manufacturing plants, 3 design laboratories and over 15 chemical management service sites.
- Saved \$175K annually by leading a multifunctional team to streamline the "No-charge" process, utilizing process mapping value stream analysis and lean tools.
- Co-leader on implementation team that achieved an ISO-14001 registration for a plant's Environmental Management System (EMS). Performed QMS contract audits for third party and affiliated companies.
- Reduced customer complaint turnaround time 76% by streamlining and automating the process, raising organizational focus to resolve customer issues, and benchmarking versus best-in-class companies.
- Increased first run yield rate for production from 72% to 98% by leading multiple projects. Utilized statistical tools, and measurement system analysis to improve specification setting, manufacturing and testing processes, and working with suppliers to reduce raw material variability.
- Increased shipped-in-specification rate from 91.2% to 99.95%, and improved on-time shipment rate from 85% to 98%. Results included improved global customer satisfaction ratings for 5 years running.
- Managed Quality Assurance laboratories (13 reports including 2 managers), and established the first self-directed work unit for the QA Laboratory that eliminated one layer of management.
- Led teams that improved the processes for communicating process and product changes, upgraded product labeling, and slashed problem inventory by a \$250K run rate.

EDUCATION

MBA Finance

Drexel University, Philadelphia, PA

BS, Chemical Engineering

University of Pittsburgh, Pittsburgh, PA

PROFESSIONAL DEVELOPMENT & ACCREDITATIONS

Professional development programs completed for:

ASQ SIX-SIGMA black belt and ASQ SIX-SIGMA deployment champion, Lean & 5s, advanced SPC, Design of Experiments, Project Management, FMEA, QFD, QMS & EMS auditing, Team Leadership and Facilitation, Effective Business Writing, ISO 9001:2000, ISO/TS-16949, ISO-14001 EMS

Software proficiency in:

ProForma Workbench, SQCPack Plus, Igrafx, Minitab, e-Project Guru, Visio, MS Project, MS Office Suite

RAB-accredited ISO assessor (1995-2005), certificate #Q02534



Sample Resumé 2 BEFORE JobMetrx Optimization

Elizabeth K. Martin

505 Willow Lane, Flemington, NJ 08822
ekm@comcast.net (988) 555 0250

Profile: Determined, perceptive, accountable professional with sound experience in establishing business strategies and processes. Offer outstanding skills in team leadership, contract negotiation, and keen sense for identifying and acting on opportunities and challenges. Exceptionally analytical, process oriented, and driven, possesses excellent interpersonal skills; listening, and directing others in a collaborative and supportive environment. Takes personal responsibility for decision-making and delivering results through ideation, collaboration, and by mastering complexity, while remaining focused on advancing overall organizational goals and enhancing customer value. Daily performance of responsibilities requires coordination with management and global partners, and analytics of data and information. Generates and maintains records and reports, prioritizes workload, manages team, and complies with all internal policies and procedures.

Core Competencies:	Project Management Cross-functional Teams Vendor (Agency) Relations Problem Solving	Contract Negotiations Benchmarking Talent Development Prudent Risk Taking	Process Design and Delivery Mentoring & Consulting Best Practice Champion Innovation
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Experience:

2002 – Present - Associate Director – Johnson & Johnson Global Marketing Group - Develop global strategies and processes and deliver results for Johnson & Johnson's Brands and their Advertising Agencies in the areas of Agency: Selections, Evaluations and Performance Based Compensation.

1993 – 2001 - Sr. Financial / Media Analyst – McNeil Consumer Products Company –Financial accountability and analytics for all advertising budgets across 3 operating companies.

1986 - 1993 – Financial Analyst/Coordinator – McNeil Consumer Products Company - Rotations through Financial Accounting, Operations Accounting and Marketing Finance. Responsibilities included reporting and accountability for: financial statement preparation, product cost development, and financial analytics for marketing initiatives.

1984 – 1986 – Junior Accountant – Alumax Specialty Industries - Responsibilities included Accounts Payable, Accounts Receivable, Payroll, and General ledger maintenance and reconciliations.

Significant Career Accomplishments

Activated the global creative advertising agency consolidation following a major acquisition, resulting in the strategic alignment of J&J brands with agency partners, and achievement of the targeted synergy savings.

Reconstructed the global advertising agency evaluation bridging the needs for 1) Sr. leadership accountability, 2) simplicity and depth, 3) honest, direct, action oriented feedback, and 4) global consistency.

Pioneered and launched the global advertising agency performance compensation model.

Pursued opportunities in the areas of **new, emerging, and Hispanic** marketing communications as core team member for these initiatives. **Selected premium partners** and established initial brand **relationships**.

Instituted processes and controls for media buying and budgeting - passing SOX compliance standards during initial testing.

Supported the implementation of the Global media management system, and **lead the implementation** for McNeil Consumer Products, McNeil Nutritionals, and J&J*Merck.

Education:

Bachelor of Science in Business Administration – Minor in Accounting – Seton Hall University, South Orange, New Jersey

Professional Associations:

Association of National Advertisers, New York, NY
Marketing Roundtable, Corporate Executive Board – Washington, DC

Professional Development:

Benchmarking – J&J affiliate companies and major advertising agencies
Interactive Agency Bootcamp – J&J Marketing and Advertising College
Creating Maximum Value through Strategic Negotiations – Harvard Business School



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Elizabeth K. Martin

505 Willow Lane
Flemington, NJ 08822
Cell: (908) 555-0250
ekm@comcast.net

Profile

- Determined, perceptive, accountable professional with proven track record in establishing business strategies and processes.
- Outstanding skills in team leadership, contract negotiation, and keen sense for identifying and acting on opportunities and challenges.
- Exceptionally analytical, process oriented, and driven, possesses excellent interpersonal skills; listening, and directing others in a collaborative and supportive environment.
- Take personal responsibility for decision-making and delivering results through ideation, collaboration, and mastering complexity, while remaining focused on advancing overall organizational goals and enhancing customer value.

Core Competencies

- | | | |
|--------------------------|--------------------------|--------------------------|
| • Project Management | • Benchmarking | • Prudent Risk Taking |
| • Cross-functional Teams | • Mentoring & Consulting | • Innovation & Vision |
| • Vendor Relations | • Talent Development | • Best Practice Champion |

Experience

Johnson & Johnson Global Marketing Group, New Brunswick, NJ **2002 – Present**
Associate Director

Responsibilities: Develop global strategies and processes and deliver results for Johnson & Johnson's Brands and their Advertising Agencies in the areas of: Selections, Evaluations and Performance Based Compensation.

Accomplishments: Activated the global creative advertising agency consolidation following the Pfizer Consumer Healthcare acquisition, resulting in the global strategic alignment of J&J brands with agency partners (\$2B+ J&J investment), and achievement of 12% worldwide synergy savings.

Reconstructed the global advertising agency evaluation bridging the needs for 1) Senior leadership accountability, 2) simplicity and depth, 3) honest, direct, action oriented feedback, and 4) global consistency, resulting in 90% reduction in reporting complexity, and focused action planning accountable to J&J leadership in 80% of markets worldwide.

Pioneered and launched the global advertising agency performance compensation model resulting in 10% cost reductions and 1% revenue enhancement.

Pursued opportunities in the areas of new, emerging, and multicultural marketing communications as core team member for these initiatives. Selected premium partners and established initial brand relationships, contributing 25% to innovation goals, and realizing 20% reduction in agency fees and pass-through costs.



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Elizabeth K. Martin

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McNeil Consumer Products Company, Fort Washington, PA 1986 - 2001

Senior Financial / Media Analyst (1993 – 2001)

Responsibilities: Financial accountability and analytics for all advertising budgets across 3 operating companies.

Accomplishments: Instituted processes and controls for media buying and budgeting accounting for \$200+ million in spending - passing SOX compliance standards during initial testing.

Supported the implementation of the Global media management system representing \$200+ million in spending, and led the implementation for McNeil Consumer Products, McNeil Nutritionals, and J&J*Merck. Received Finance Division SABRE award.

Served on committees to develop and activate processes, policies and programs:

- Signature authorization policy for McNeil marketing organization resulting in significant reductions in approval turnaround time.
- McNeil Finance SABRE award program addressing employee recognition issues.
- G/L project implementation team leader, assisting in activating and training all finance employees on new system software. Received Finance Division Teamwork Award.

Financial Analyst (1986 – 1993)

- Rotations through Financial Accounting, Operations Accounting and Marketing Finance. Responsibilities included reporting and accountability for: financial statement preparation, product cost development, and financial analytics for marketing initiatives.

Alumax Specialty Industries, Lancaster, PA 1984 – 1986

Accountant

- Responsible for Accounts Payable, Accounts Receivable, Payroll, and General Ledger maintenance and reconciliations.

Education

Bachelor of Science in Business Administration – Minor in Accounting
Seton Hall University, South Orange, NJ

Professional Development

Interactive Agency Bootcamp - J&J Marketing and Advertising College
Creating Maximum Value through Strategic Negotiations – Harvard Business School

Professional Associations

Member, Association of National Advertisers, New York, NY
Member, Marketing Roundtable, Corporate Executive Board, Washington, DC