

ARTHUR P. RUIZ

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SENIOR MANUFACTURING & OPERATIONS MANAGER

Pragmatic, Empathetic Leadership ♦ High-Performance Team Building ♦ Production Acumen

A strong, hands-on, professional manager with a multiple industry background and a demonstrated success in capturing millions in revenue and enriching profits for international, regional, local and startup companies. Comfortable in operating in established or e-commerce business environments. Expert at establishing and maintaining high productivity in high-pressure environments. Oversees safe, efficient and positive working conditions through self-directed, self-motivated processes. Able to build productive relationships with any customer, employee, manager or stakeholder. Proficient at identifying and rooting-out problems by using innovative and viable solutions. Delivers substantial ROIs in hard situations.

CORE COMPETENCIES

- People & Asset Allocation
- Production & Warehouse Oversight
- Continuous Improvement Direction
- Project Planning & Control
- Steady Leadership Under Pressure
- Material & Equipment Purchasing
- HR / Union / Non-Union Relations
- Critical Communication Processes
- Logistics Supervision
- Large Property Management
- Contract Negotiations/Sales Guidance
- Financial Management
- Customer Service Improvement
- Safety/OSHA Compliance
- ISO/SOP Implementations

PROFESSIONAL EXPERIENCE

Plant Manager, Cook Portable Buildings (Affiliated with Leonard Portable Buildings), Austin TX 2022 – Present
A national full service affiliated company that is a full-service retailer of sheds, truck and trailer accessories.

Supervised a team of 21 employees responsible for all manufacturing, production, quality control, warehousing, build scheduling, job tickets, meeting delivery due dates and providing inventory control. Oversaw processes in a very high paced and high energy environment. Maintained computer system on inventory by model numbers and product location. Implemented best practices and HR performance standards. Set, managed and met meaningful safety programs.

- **Revamped housekeeping procedures to capture 100% improvement** in facility cleanliness by analyzing current conditions, establishing all new internal cleaning and processing systems, making the facility super clean.
- **Analyzed staffing and improved productivity by double digits** by implementing strong team building processes and communications. Replaced underperforming employees with employees that valued an ongoing team environment.
- **Improved working conditions to gain a safe working environment by** crafting a viable safety program that eliminated OSHA problems, set safe production steps and caused employees to use required safety equipment. Greatly improved work conditions and eliminated potential safety events.

Warehouse & Safety Training Manager, CV Linens Distributor, Austin TX 2019 - 2021
Largest central Texas distributor and e-commerce supplier of table linens, tapestry, and cutlery for commercial events.

Led a 60-person team responsible for all aspects of warehousing in a fast-paced environment. Maintained all equipment, scheduled deliveries, and implemented best maintenance practices. Upheld facility standards regarding quality and cost control, and site surveillance, and OSHA guidelines. Set zero-tolerance safety rules.

- **Increased outbound shipping performance by 45%** within 90 days of installing a new production KPI program. Increased frequency of data gathering, held recurrent communication meetings and bettered housekeeping patterns.
- **Upgraded workforce competence** by collaborating with HR to develop a strong promotion plan based on performance.

General Manager, Austin Pallet Company, Austin TX 2017 - 2018
\$1.8 million Austin-area pallet manufacturer and refurbisher specializing in customized products.

Supervised 20 high-performance employees responsible for production, order fulfillment, quality control, inventory, fleet management, logistics, purchasing, new business development, customer service and Human Resources.

- **Boosted new-customer revenue by \$85K in six months** through effective prospecting and development of relationships that allowed for accurate identification of customer needs and responding with customized solutions.

- **Reduced turnover by 60% and improved productivity by 45%** by convincing management to pay for performance, increase in-house promotions by recognizing exceptional performance. Elevated new-hire qualifications.
- **Achieved 50% boost in on-time delivery achieved** by raising recognition of service obligations through holding 15-minute daily scheduled meetings with all team members. Frequently secured one day delivery.

Plant Manager, LKQ Pick Your Part, Austin TX

2015 - 2017

Worldwide distributor and online marketer of recycled auto and truck parts.

Directed daily operations through 20 employees responsible for production, purchasing, warehousing, logistics, and HR. Oversaw AR/AP. Maintained equipment, ensured site safety and protection, and maintained OSHA adherence.

- **Avoided \$35K in annual maintenance costs** by executing a comprehensive in-house repair program, restructuring the organization, changing manufacturing practices, and training the staff on new procedures.
- **Streamlined internal processes to secure 68% growth in sales** by setting new sales guidelines that improved the resale value of purchases. Inaugurated sales-team meetings focused on reviewing proposals and improving service.
- **Enriched inventory** of high-end vehicle parts by expanding direct purchasing, saving \$15K in cost of goods.
- **Reduced overtime by 60%**, securing profitability, by cultivating a continuous improvement culture.

Production Manager, American Printing & Mailing, Austin TX

2014

Full-service, \$3 million commercial printing company providing political mailings and supply-chain support to banks.

Provided leadership to maintain union relations, recruiting, training, retention, project pricing and order detailing. Managed a crew of 12. Provided delivery backup.

- **Established a commitment to on-time delivery** of quality products by strengthening union relations and cultivating a safe working environment dedicated to producing value for customers.

Maintenance Director, Elmcroft Assisted Living, Austin TX

2013

A privately held corporation operating senior assisted-living facilities with multiple nationwide brand names.

Managed the housekeeping and maintenance function for a 130-room property. Led safety program.

- **Met residents' safety/sanitation expectations** by instituting standardized housekeeping and cleaning procedures.
- **Prevented catastrophic power outages** by updating multi-million-dollar emergency power equipment.
- **Strengthened communications and processes to satisfy tenant and family concerns** for lifestyle preservation.

PREVIOUS EXPERIENCE

Operations Manager, Cerqa Printing & Supply Chain, Austin TX

A regional provider of commercial printing, media duplication, supply-chain services, and promotional products.

Managed all operations and responsible for a 45-person staff. Oversaw all project scheduling. Fostered positive relationships with key customers. Lowered operating costs by revamping purchasing, equipment and staff.

- **Oversaw ISO qualification project** that was necessary to retain company's biggest client.

Shift Leader, Capital Printing, Austin TX

A \$14 million startup offset printing and finished-material storage firm.

Led ten production workers, maintained plant safety, and ensured optimal customer service. Won Employee of the Year, Best Customer Service and Safety Awards.

- **Won Employee of the Year, Best Customer Service, and Safety awards.**

PROFESSIONAL DEVELOPMENT / LANGUAGES

Skills: Leadership Management, Training, Safety, OSHA, Customer Service, Scheduling, Organizational Efficiency, MS-Office.

Languages: Proficient in Speaking & Writing English & Spanish.