

**Jeff Dankof**  
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Objective:

I am a goal oriented, results driven individual seeking a position with a team focused organization that will utilize my leadership, communication, organizational, and problem solving skills.

Employment:

*Pella Carolina, Inc.* (Greensboro, NC)

Customer Service Manager (2/06 – 2/09)

- Management responsibilities for three direct report managers and sixteen hourly employees
- Management responsibilities for both product service and customer satisfaction for North Carolina and part of Virginia
- Implemented processes which helped increase customer satisfaction ratings 11% within the first eighteen months
- Developed metrics and processes to track and increase performance, and to also increase team and individual accountability
- Implemented processes which resulted in a 55% decrease in the service backlog
- Facilitated problem resolution between the parent company, Pella Corporation, and the customer.

*Energizer*, (Asheboro, NC and Maryville, MO)

Lean Facilitator (8/04 – 2/06)

- Transferred to Asheboro to help with the start up of their new packaging facility
- Responsible for developing, planning, and leading Kaizen events for both production and business process improvements
- Responsible for the development and implementation of standard work, visual factory management, and 5S to increase efficiency and eliminate waste
- Led events in multiple manufacturing facilities which averaged a 60% reduction in non-value activities, and also increased machine up time and flow

- Trained others in Lean manufacturing tools such as value stream mapping, process mapping, SMED, line balancing, and pull production.

#### Operations Supervisor (4/02 – 8/04)

- Management responsibilities for 25 hourly employees and up to 100 leased employees
- Responsible for the safety, scheduling, staffing, and production flow for ten packaging lines
- Developed and facilitated Energizer's first Kaizen event to introduce them to the opportunities available through waste elimination and Lean management
- Trained personnel in multiple production locations to facilitate and lead Kaizen events
- Initiated and helped develop and implement a daily job bid system which resulted in an estimated yearly savings of \$250,000
- Leader of a process improvement team which increased efficiency of our major packaging lines

#### *Pella Corporation (Shenandoah, IA)*

#### Department Manager (11/98 – 4/02)

- Management responsibilities for up to 60 hourly employees
- Responsible for the safety, budgeting, scheduling, and production flow for four major production cost centers
- Responsible for material coordination to maintain production and meet customer demand
- Maintained strict quality control under heavy production requirements
- Developed and implemented processes which resulted in record completions while reducing overtime by 80%
- Led a continuous process improvement team which eliminated barriers to quality and on time production

#### Education:

*Iowa State University, Ames, IA*

Bachelor of Business Administration; Major in Finance

Intramural basketball, volleyball, and softball