

CHARLES SMITH

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FLEET MAINTENANCE AND TRAINING MANAGER

PROJECT AND PROGRAM MANAGEMENT | TEAM DEVELOPMENT | PLANNING AND SCHEDULING

Accomplished Fleet Maintenance and Training Manager bringing 20+ years of experience collaborating with manufacturers, field engineers, technicians, and financial management in the design, implementation, and refinement of highly effective vehicle maintenance and technical training programs positively impacting 100+ employees and customers. Solid track record in increasing and maintaining technician knowledge and vehicle reliability/availability while reducing downtime costs and increasing revenue/profitability. Comprehensive knowledge in all governmental regulatory agencies including OSHA, EPA, DOT, FHSA, and AMSA. Bilingual in English/Spanish and hold numerous industry certifications.

- **Serves as a catalyst for change**, committed to improving logistics and operational efficiencies with bottom-line results.
- **Leverages vision and innovation** to increase and improve equipment base.
- **Respected for sound judgment** in crisis situations and the ability to work well under pressure.
- **Managed and trained 600+** in-house technicians and support staff.

CORE COMPETENCIES . . .

Fleet Maintenance Management
Training and Development
Cost Containment
Process Improvements
Budget Management
Program/Process Assessments
Safety/OSHA Standards
Regulatory Compliance
Quality/Reliability
Automotive/Diesel Technology
Transportation Leadership
Logistics Oversight
Accident Avoidance
Emergency Action Planning
Performance Maximization

PROFESSIONAL EXPERIENCE

SUNCOR ENERGY SERVICES INC., FORT McMURRAY, AB

FEBRUARY 2011 – PRESENT

CATERPILLAR TECHNICAL TRAINING SPECIALIST, PROGRAM DEVELOPMENT

Evaluate, interpret, develop and refine Caterpillar specific courses to address the training needs of technicians and support personnel. Design curriculum aimed at increasing and developing industry knowledge.

- Develop and update effective processes to measure program and technician improvements, making changes as needed based upon managerial recommendations.
- Play an integral role in the creation, tooling, and building of shop and lab areas.
- Train and manage 600 in-house technicians and support staff.

WHEELER CATERPILLAR, SALT LAKE CITY, UT

MARCH 2007 – JANUARY 2011

LEAD TECHNICAL INSTRUCTOR/PROGRAM DEVELOPMENT

Developed total in-house training for basic and advanced Caterpillar Technicians in accordance with strict Caterpillar training standards and requirements. Specialized in the development of curriculum for above and below ground mining equipment, highway truck engines, stand alone generator systems, alternative fuel engines, and marine engine applications.

- Trained 60-80 in-house technicians and designed customized client training courses upon request.
- Generated thousands of dollars in revenue annually for the training department.
- Measured and evaluated training program effectiveness and implemented changes as needed.
- Standardized learning processes and training systems.
- Led and facilitated the sharing of best practices contributing to continual improvement.
- Monitored, developed, and updated new and specialty training as required by the customer industry.
- Planned, designed, and maintained Caterpillar lab and show areas for all phases of hands-on training.

FEDEX, HARRISON, AR

JANUARY 2006 – JANUARY 2007

PROJECT MANAGER/VEHICLE RELIABILITY

Managed a team of 7-10 reliability engineers. Coordinated with equipment manufacturers and vehicle engineers to implement improved quality and safety inspection procedures for FedEx highway vehicles.

- Aided in field-testing for fuel system designs to increase fuel mileage by a minimum of .5-1%.
- Negotiated with tire suppliers to get the best and most efficient tires for fleet through extensive testing in field.
- Worked closely with vehicle design engineers to rectify design problems with fleet vehicles.

SALT LAKE TOOELE APPLIED TECHNICAL COLLEGE, SALT LAKE CITY, UT

SEPTEMBER 2003 – JANUARY 2006

LEAD AUTOMOTIVE AND DIESEL TECHNOLOGY INSTRUCTOR/CURRICULUM DEVELOPER

Designed and implemented Diesel Technology curriculum including post secondary courses for the reeducation of job displaced and new skill seeking adults. Instrumental in several course graduates receiving high-paying employment through a Diesel Technology externship program for high school and adult secondary students with local Freightliner, Western Star, and Caterpillar dealerships. Heavily involved with student and graduate job placement.

- Ensured high quality truck driver graduates by developing and enforcing curriculum guidelines for Third Party Examiner course for Utah State.
- Requested and received authority to teach Utah State light and heavy duty inspector courses, Freightliner factory technician certification courses, OSHA Forklift courses, and EPA certified MVAC 309 certification courses.
- Received award from Utah State Police in recognition for the improvement of heavy-duty inspection techniques.
- Instructed 100-250 students per semester.

L&M HYDRAULICS, LOGAN, UT

MAY 2001 – SEPTEMBER 2003

SHOP MANAGER

Managed daily shop operations and road business sections Implemented cost effective techniques and procedures to ensure maximum business profitability and customer retention.

- Reduced overall costs by 5% through developing improved parts ordering and stock procedures.
- Grew a large, retainable customer base by supervising and training five technicians on industry standards.

WASTE MANAGEMENT, SILVERTHORNE, CO

FEBRUARY 1999 – MAY 2001

FLEET MAINTENANCE MANAGER

Directed, improved, and implemented new process maintenance and in-house training procedures. Managed fleet maintenance budget and required federal and state documentation.

- Decreased labor and parts costs by 3% by reengineering parts and repair vendor procedures.
- Reduced lost workdays by 10% and maintained an excellent safety record by enforcing company policies.
- Oversaw 55 technicians and 1,300 pieces of equipment.

ROADWAY EXPRESS, TANNERSVILLE, PA

JULY 1996 – FEBRUARY 1999

FLEET MAINTENANCE MANAGER

Managed minor and major fleet maintenance in a 23-bay union shop with 90+ technicians. Designed and utilized an outside vendor monitoring system for control of agreed costs of fuel, parts, and shop related maintenance.

- Set up and managed “quick” repair bay allowing repairs to be completed in under 10 minutes and getting truck in ready lane on time for deployment.
- Received large monetary bonus for implementation and management of ‘quick’ bay and reduced late deliveries by 25% in first year of implantation.

SUBURBAN PROPANE, WHIPPANY, NJ

MARCH 1991 – JULY 1996

REGIONAL FLEET MAINTENANCE MANAGER

Designed and oversaw all Northeast shops and in-house preventative maintenance programs, including the development and management of the in-house fleet vehicle refurbishment program nationwide resulting in millions of dollars in savings through capital tax strategies and no requirement to purchase new vehicles for five years.

- Managed shops and technical training in a five-state area with 55 technicians trained to industry standards in the repair of gasoline, diesel, and propane-powered vehicles.
- Established procedure for parts purchases resulting in parts room standardization and the lowering of inventory requirements and costs by 2-4% annually.
- Negotiated best prices with suppliers on the purchase of diesel fuel.

UNITED STATES ARMY, FORT RUCKER, AL

JUNE 1985 – MARCH 1991

PILOT/NBC CHEMICAL WARFARE OFFICER

Trained 1,500 to 5,000 combat helicopter pilots and troops for mission in combat chemical, biological, and nuclear environments. Emphasized cohesion, teamwork, communication, and trust. Instructed pilots in survival to complete missions under extensive combat conditions.

EDUCATION AND TRAINING

Ph.D in Biologic Science, Human Nutrition Major, Clayton College
 Masters Degree, Clayton College
 Bachelors Degree, Clayton College
 Associates Degree in Diesel Technology, Mercer Vo Tech
 Operations Management/Educational Psychology Certification, Alison University