

Cynthia Albertson, MBA

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Dependable and output driven **Operations Professional** with hands-on plant operations and engineering background. Proven strengths in production, customer service, quality, project & facilities management, safety, and environmental compliance. Continuous Improvement Leader with keen ability to identify problems quickly and implement new process steps for resolution. Emotionally intelligent people leader with focus on listening and ability to translate complex situations into simple terms.

SKILLS & AREAS OF EXPERTISE

Plant Operations	Quality Improvement	Project Management	Six Sigma
Production Scheduling	SafetyPerformance	Continuous Improvement	ISO
P&L Management	Strategic Planning	Customer Focused	KAIZEN 5S
LEAN Manufacturing	Team Training	Business Analysis	SAP

EXPERIENCE

Packaging For General Corporation, Blairsville, SC **July 2019 – Present**

\$5 billion global packaging manufacturer with over 15,000 employees.

Group Performance Leader | Operations Manager

- Lead execution of 140-person team and 24/7 operation encompassing 13 Extrusion Machines and 50 Tube Racking machines including safety, quality, and performance.
- Achieved highest ever recorded Bags Press Yield Performance of 95.1% during March 2021.
- Reduced overtime by 10% by managing and aligning staff to workload.
- Increased yield performance by 2.3% by utilizing improved schedule optimization and analyzing rejects.
- Created and instituted Quality Alert System to discover rejects and alert appropriate teams to prevent rejects from shipping to customer. Received C-Suite recognition for this project.
- Changed Bags Press scheduling from 'schedule by order' to 'schedule by forecast'. This eliminated 52 set-ups which equates to 80 hours of extra machine time.
- Celebrated a One-Year Safety Milestone without a recordable injury which improved team engagement.
- Manage Department War Room and ensure performance KPI's (Safety, Quality, Cost, Delivery, People Engagement) are updated.
- Facilitate Daily Focus 5 with team.

General Water Technologies, Cowpens, SC

July 2017 – June 2019

\$1.5 billion global leader of water solutions for residential, industrial, municipal, & commercial settings.

Value Stream Manager | Operations Manager

- Managed continuous improvement areas of customer metrics, quality, and safety.
- Increased productivity and reduced product variability by partnering with Engineering, Planning, and Quality to change the production area layout.
- Increased Productivity 74%, increased On-Time delivery 25%, and attained zero OSHA recordable rate.
- Project Manager for cross-functional team to direct the order fulfillment process for Orion product lines.
- Managed daily visual production boards for efficient production performance.

- Role eliminated in June 2019.

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Moren, Sanderford, NC

April 2014 – May 2017

\$1.3 billion innovative commercial and residential faucet company.

Production Manager, Functional Components

- Led team of 100 employees across three shifts to manufacture internal functional components which included operation of 20 Injection Molding machines, 30 Brass and Aluminum CNC, Davenport, Hydromat and Multi-spindle machines, 7 Cartridge machines and 3 Service Kit lines.
- Increased productivity by 30% subsequently reducing the 7-day production week to 5 days through scheduling optimization.
- Reduced OSHA recordable rate by 40% in the first year by implementing Behavior Based Safety Model.
- Increased customer safety stock levels from 3 days to 20 days of inventory by installing Preventative Maintenance programs on the line and cross training employees.
- Reduced quality claims by 60% by instituting standard work processes across all teams.
- Role eliminated in May 2017.

Jacksonville Controls, Asheville, NC

April 2011 – April 2014

Global \$3+ billion-dollar workplace environment and solutions company.

Site Operations Manager, Global Workplace Solutions

- Managed all aspects of Operations & Maintenance for 700,000 square-foot contracted facility including Safety, Operations, HR, Maintenance, Engineering, and P&L management.
- Supervised 12 electrical & mechanical technicians in operations, programming, monitoring, alarm response and other contracted activities.
- Maintained zero OSHA recordable rate.
- Delivered 20%-tiered cost savings to the customer over 5-year contract.
- Achieved over \$300K in cost savings in 14-month period over multiple projects.
- Exceeded profit margin goal by 6% by consolidating contractors and renegotiating contracts.
- Workplace Solutions Division sold in 2014.

Operations & Quality Management; Plant Engineering roles

1996 - 2011

Mountaire Farmer Corp, Lumberville, NC

Inger Randy, Southern Hills, NC

EDUCATION & CERTIFICATIONS

Six Sigma Black Belt - North Carolina State University – Raleigh, NC

Master of Business Administration – USC Upstate – Spartanburg, SC

Bachelor of Science in Electrical Engineering - Clemson University – Clemson, SC