



# SHEB JENSEN

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## PROFILE SUMMARY

Dynamic and result-oriented professional with extensive experience in Production Scheduling and Production Control Management. My areas of expertise include the formulation and implementation of Sales Strategies, Project Management, Customer Service, Warehouse Management, and Operations Management. Possess the ability and proficiency that enable me to utilize my professional skills and leadership qualities for the upliftment of the company and personal growth.

## PROFESSIONAL EXPERIENCE

### CUSTOMER SERVICE REPRESENTATIVE

HAERTER STAMPING LLC, GRAND RAPIDS, MI

SEP 2018 – PRESENT

Build a sustainable relationship and trust with automotive customer accounts through open and interactive communication.

- Coordinate with customers on current schedules, accounts status, expeditions, and ensure that all outside processing accounts comply with MRP requirements
- Provide accurate, valid and complete information by using the right methods
- Prepare product reports by collecting and analyzing customer information and share with the management
- Resolve customers queries and complains via phone calls, emails, and social media interactions, ensure customer satisfaction and provide professional customer service
- Work closely with the Quality Assurance Department, update them on customers concerns and
- RMA's, ensure to narrow down the factors that engender complaints

### MASTER'S SCHEDULER

ABC GROUP, GRAND RAPIDS, MI

NOV 2017 – SEP 2018

COORDINATE WITH PROJECT MANAGERS TO ENSURE PROJECT SCHEDULES ARE PREPARED, MAINTAINED, AND SUBMITTED ACCORDING TO ALL CONTRACTUAL REQUIREMENTS.

- Established work schedules for 50 work stations of Tier 1 automotive suppliers of HVAC molded and plastic injection parts
- Performed daily cycle counts, corresponded with maintenance in regards to mechanical issues and rescheduled as needed based on equipment and resource availability
- Updated material department on shortage of materials and interacted with engineering department to reschedule trial parts for new model years identified areas of improvement and assisted with solution implementation
- Reviewed the schedules critically and applied concepts of resource loading, cost loading, critical path, fast track and crashing to get an optimal schedule
- Created shipping documentations and ASN creation for customer shipments

### PRODUCTION SCHEDULER

HUTCHINSON, GRAND RAPIDS, MI

JAN 2017 – OCT 2017

MADE ACCOUNTABLE FOR DISPOSITION, TRACKING OF DELIVERY DEADLINES AND AVAILABILITY OF PRODUCTIONAL MATERIAL

- Scheduled 30 automotive production lines for a Tier 1 automotive supplier motor counts and other anti-dampening mounts
- Created detailed production schedules for the manufacturing facilities that align with the goals of safety, quality and customer satisfaction
- Formulated and analyzed order status and inventory reports
- Ensured that all shipments are made and delivered timely
- Participated in inventory and stock securing measures
- Updated and maintained automated scheduling system

## PROFESSIONAL ATTRIBUTES

- Cross-functional Team Leadership
- Robust Communication Skills
- Exceptional Customer Service
- Project Management
- Sales Management
- Experienced in Rigging

## SOFTWARE SKILLS

- SAP
- QAD MFG
- Macola
- Abas ERP
- Microsoft Dynamics
- MS Office

## WAREHOUSE MANAGEMENT SYSTEMS

- Foursite
- Viaware
- Red Prairie
- Maves
- Yard View

## MANUFACTURING TRAINING

- Lean Manufacturing
- 5S
- Food Safety
- AIB Inspections
- Food Safety Inspections
- GMP's

## PROFESSIONAL EXPERIENCE

### PRODUCTION CONTROL MANAGER

DICASTAL NORTH AMERICA, GREENVILLE, MI

JUN 2015 – JAN 2017

Assisted the team with setting up new operations in North America for a Tier 1 Chinese manufacturer. Collaborated with ship lines for all incoming equipment as well as carriers and customs brokers.

- Managed production control activities to reduce outages and incidents
- Oversaw production planning and scheduling to ensure on-time delivery
- Contracted riggers for offloading and placement of oversize equipment
- Supervised team members, evaluated their activities and machine performance and recommended improvements
- Accomplished set up operations for all warehousing, shipping, receiving, and all inventory functions including SAP
- Reviewed daily reports to identify and address equipment malfunctions, material shortages, and other factory problems
- Bid and purchased all warehouse equipment along with equipment tracking software
- Coordinated with department managers to develop company policies and procedures

### INSIDE SALES REPRESENTATIVE

TOTAL PLASTICS INT'L, GRAND RAPIDS, MI

JAN 2014 – JUN 2015

Worked closely with the three largest office manufacturers in the world.

- Managed order entry, ensured to track the progress timely, and expedite the process when necessary
- Sourced new sales opportunities through inbound lead follow-up and outbound cold calls and emails
- Ensured to maintain accuracy and comply with the policies of the organization and state laws
- Quoted all new products and product lines, created BOM's for the new products

### PROJECT MANAGER

TMCC/ QATAR SOLAR, GREENVILLE, MI

JUN 2012 – DEC 2013

Coordinated with internal resources and third parties for the flawless execution of projects.

- Delegated project tasks based on junior staff member's strengths, skill sets and experience levels
- Managed dismantling and packaging of solar manufacturing equipment
- Ensured that all projects are delivered on time, within scope and budget
- Contracted with packaging companies to get the equipment packaged as per international standards to ensure product safety and damage-free delivery
- Oversaw all shipping documents and collaborated with freight companies to avoid any inconvenience

### WAREHOUSE MANAGER

UNITED SOLAR, GREENVILLE, MI

SEP 2007 – JUN 2012

Strategically managed warehouse in compliance with company's policies and vision.

- Safeguarded warehouse operations and contents by establishing and monitoring security procedures and protocols
- Controlled inventory levels by conducting physical counts, ordered new supplies in a timely manner
- Worked with carriers for all outbound shipments of machinery and inbound shipments from vendors to ensure on-time delivery of parts and equipment
- Contributed to team effort by accomplishing related results as needed

### WMS APPLICATION SPECIALISTS

TOTAL LOGISTICS CONTROL, HOLLAND, MI

2006 – 2007

Investigated and found the root cause of WMS issues, developing solutions to stop future occurrences of discovered issues.

- Implemented Warehouse Management Software for new customers
- Worked with outside developers on new and enhanced WMS functionality along with issue resolution for WMS
- Documented operational processes and procedures, interfaced with operations management and other end-users to provide required systems training
- Coordinated with customers, collected required information to configure software to meet customized requirements

### PRODUCTION ANALYST

HOLLAND AMERICAN WAFER, GRAND RAPIDS, MI

2004 – 2005

Served as a Production Analyst for one year at Holland American Wafer.

### SYSTEM ANALYST

ROSKAM BAKING CO., GRAND RAPIDS MI

1994 – 2004

Initiated as a System Analyst, however down the lane got promoted to the position of System Implementation Leader, followed by Project Supply Chain Associate and eventually served as Inventory Control Supervisor.

## CERTIFICATIONS

- Forklift certified
- Certified Trainer
- Chauffeur's license

## REFERENCES

AVAILABLE UPON REQUEST