

# TRACY COUNTS

2359 Westport Dr  
Akron, OH 44312  
330-990-0809  
[tcounts@mail.com](mailto:tcounts@mail.com)

Enclosed is a copy of my resume for your review. I am seeking a position as an Operations and Quality Turnaround Manager.

My background consists of leadership roles in turning around, onsite, global operations and quality for high profile enterprises. Throughout my career, I have been recognized for my proficiency in producing positive results, to both the customer and the company.

Additionally, I have demonstrated an expertise in overcoming existing deficiencies in employee, customer dissatisfaction, production, operations, and financial issues through effective turnaround management practices, resulting in the achievement of long and short term goals.

Other areas of accomplishments include my outstanding abilities in implementing best practices and quality assurance, improving the quality management system, creating tracking systems, and writing safety & operations processes. My history also includes training employees to achieve optimum levels of productivity.

I am a profit-driven, take-charge manager with excellent communication, organizational, detail, and problem-solving skills. As a result of my background and leadership talents, I am confident that I can make a significant contribution within your organization.

Thank you for your consideration. I look forward to hearing from you.

Sincerely,

Tracy Counts

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## OPERATIONS AND QUALITY TURNAROUND MANAGER

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### EXECUTIVE PROFILE

Strategic thinking, multi-talented executive with an outstanding reputation of turning around underperforming global operations for a high profile enterprise. Recognized for developing maintenance and cost management programs, establishing performance expectations and measurements, implementing training to optimize employee productivity, and turning around dissatisfied customers. “Big Picture” mentality in interpreting challenges and instituting realistic cost-effective solutions to drive profitability, production, and start-ups. Hands-on, solution-driven leader with excellent analytical and detail capabilities.

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### CORE LEADERSHIP COMPETENCIES

Supervising Warehouse, Transportation, Materials, Safety, and Logistics ♦ Directing Multi-Site Operations ♦ Implementing a Quality Management System ♦ Managing Multi-Million Dollar Budgets / P&L ♦ Enforcing Project Specifications and Design Requirements ♦ Working with Multi-Cultural Personnel ♦ Managing Large, Complex Government Projects from Inception to Completion ♦ Supervising Construction Startups ♦ Customer Relationship Management ♦ Sales and Marketing ♦ Business Development

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### PROFESSIONAL EXPERIENCE

#### *HALLIBURTON SERVICES*

**Contracted Consultant for Alaska Turnaround Project, Starting May 2010**

#### **Quality Manager/Base Manager (Saudi Arabia), 2006 – 2009**

Sent to multiple areas to turnaround employee, production, and operational issues. This included turning around numerous inconsistencies throughout the operations that were generating losses to the customer and excessive costs to the company. Led up to 250 employees (staff, third party contractors, maintenance and warehousing personnel, and catering staff). Created and managed \$1.2M budget. Managed all areas of quality, including monitoring quality management system effectiveness. Prepared and maintained project quality planning and managed development and maintenance of any sub-project quality plans. Identified and resolved customer concerns / problem areas, initiating “Best Practices” and “Quality Assurance.”

- Initiated, devised, and implemented new organization/project quality plans to overcome existing deficiencies.
- Implemented quality tools on projects.
- Trained personnel in quality assurance / quality control practices. Provided education on equipment, customer service standards, and customer public relations.

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- Provided primary operations input to overhaul planning and work scope.
- Investigated and observed unproductive personnel habits, including reviewing personnel files and identifying weaknesses that affected operations. Dismissed or transferred incapable personnel and replaced with experienced and qualified employees.
- Investigated personnel and management 'corruption' within company infrastructure (immediate dismissal).
- Instilled parameter and country security processes and measures.
- Established country emergency evacuation and personnel evacuation processes.
- Restructured and redesigned financial records and filing, forecasting, and record tracking.
- During tenure all the above initiatives resulted in the successful retention of our key account.

### **Quality Assurance Specialist (Indonesia) 2005, Special Assignment (6 month contract)**

Sent to Indonesia to turnaround employee, production, and operations issues. Dealt with individuals individually at the employee location. Managed and trained approximately 3-4 personnel at multiple locations within a Product Service Line (PSL). Responsibilities similar to above, with a focus on quality and training.

- Improved the Quality Management System within the company. Conducted follow up and produced data and report on performance measuring against set indicators.
- Performed internal quality audits to determine performance against required quality criteria.
- Participated in the assessment of operational processes to determine potential for optimization and improvement of products, services, and transactions.

### **Operations Manager Management Analyst / Base Manager (Yemen), 2002 – 2005**

Managed turnaround operations within the company in areas that had "serious failing" issues (personnel, operations, finance, and customer dissatisfaction). Led over 250+ personnel from multiple service lines on a commuter status. Observed current operational processes to assist in deciphering weaknesses and inadequacies within the company. Responsible for profit/loss for the region. Managed annual \$12M budget.

- Initiated turnaround planning with respect to duration and scope of work.
- Met with customers in review, discussion, and observation of existing problematic issues requiring attention.
- Started "Tracking Systems" in all departments (PSL's) to record and identify profit losses, revenue generation, failing areas, and shortages.
- Re-structured base camp to accommodate an additional PSL service line and operational practices of 'doing business leading to increased profits.
- Structured Maintenance and Warehouse departments into revenue generating PSL's and business units.
- Wrote Country (Company) safety and operations processes, and reviewed & re-wrote sales and service contracts. Also developed mission statements.
- Utilized international and global marketing tools to gain profits of service items and warehouse materials that had been in storage or documented as losses.
- Met with employees monthly in addressing issues and concerns.
- Initiated 3<sup>rd</sup> party transportation and logistics to operations, which assisted in the reduction of operations and maintenance costs.
- Negotiated new contract terms, pricing, and services (transportation, catering, operations, services, maintenance, and government affairs), which accommodated all involved parties and provided fair profit margins.
- Developed monthly business plan and ongoing forecasts of business performance for the country/area.
- Created and maintained customer contacts for the purpose of assessing local needs and service quality.
- Serve as a liaison for Company business development.
- Collaborated with Company Business Development and Technology managers to develop and implement local product and service pricing strategies and technology initiatives.
- Developed future business leaders and succession planning within applicable Product Service Line (PSL).

**Quality Supervisor / Management Analyst (Saudi Arabia), 1998 -2002**

Led company in a reorganization and to become more competitive. Provided management analysis results directly to the Country Manager and/or Company CEO.

Prior Employment: Service Supervisor III / Quality Supervisor – Algeria, Halliburton; Service Specialist, Special Services Globally; Service Operator/Supervisor, Halliburton Duncan, OK

**EDUCATION/EXTENSIVE TRAINING**

Environmental Issues and Incident Reporting – Supervisor; Negotiating Skills for Ticket Writer (David Karass); HMS Management, Advanced HMS Management, Risk Analysis, Service Quality for Employees, Employee Maintenance and Rebuilding, Code of Business Conduct, CPI Procedures and Service Quality Data Reporting, DOT Compliance, Cause and Effect Analysis, Environment Awareness and Incident Reporting, Service Quality Management, Customer Service, OSHA, First Aide, and Front Line Field Supervisor,

Diesel Mechanic & Electrician Certificates