

HOLLEY, RONALD A

SKILLS

Over 5 years of lean experience in a manufacturing setting, and 4 years as a foster parent. Excellent team building, and interpersonal skills. A work ethic that brings results and drives processes.

OBJECTIVE

With the many Lean tools and interpersonal skills I've acquired, I plan to make your business a process driven, lean environment.

EXPERIENCE

Customer Care Rep | Allegion | May 2018 – Present
Taking customer calls and processing cases based on calls. Maintaining and Monitoring Allegion email box (support@allegion.com), C360 customer cases, responding to all customer requests, change requests, cancellation requests, etc. investigating customer Replacement, Credit, and other customer questions / concerns. Maintain a healthy direct relationship with customers in the Midwest region.

Order Entry Specialist | Allegion | May 2017 – May 2018
Manually processed incoming orders from customers to AS400 program. Monitored and maintained Steelcraft Order Entry Email inbox. Direct communication with customers, regarding questions on material, lead time updates, and Change requests.

Lean Technician | Allegion | August 2015 – May 2017
Assisting Change agent in RIEs (Rapid improvement events), Leading TPM projects, and sharing results with upper mgt. Utilizing Lean principles, and mindset to drive process improvement amongst frame and



Link to other online properties:
Portfolio/Website/Blog

warehouse value streams. Performing lean nuts and bolts training for new hires and product information. Creating and training people to work instructions and MDI processes.

EDUCATION

Diploma | May 2001 | Aiken High school

You might want to include your GPA and a summary of relevant coursework, awards, and honors.

HUMAN EXPERIENCE

I am a former foster Parent of 4 years with Beech Acres.

In my 4 years with Beech Acres, I was on the event planning committee, had a total of 4 placements in our home, with 2 of the children currently adopted by my wife and me.

