

EXPERIENCE

Logistic Services International, Inc. Jacksonville, FL

01/2020-present

Design Drafter

- Orchestrated the development of 150 SolidWorks models for design-for-manufacturability in intricate assemblies, showcasing precision engineering.
- Resolved component manufacturability issues using ANSI-compliant Redline documentation, ensuring seamless collaboration with manufacturing teams.
- Managed Engineer Change Requests/Notifications on Kanbo Project Management Software, streamlining project workflows and including Schematic, Installation, and Work Instruction details.
- Innovatively implemented PDM Workflows, API Integrations, and Deployment with coded conditions, optimizing departmental operations.
- Addressed and resolved 200 bugs, authored ECR/ECN on Microsoft Word, and created AutoCAD Drawings for various Aerospace Programs, contributing to organized design documentation for Document Control.

HGS – Hinduja Global Solutions, Jacksonville, FL

01/2019-11/2020

Team Lead Manager

- Directed a 25+ member Call Center Representative team, ensuring seamless operations, adherence to service level agreements, and contractual obligations across multiple programs.
- Optimized communication strategies, achieving a 20% improvement in response time through timely information dissemination.
- Enhanced team performance by implementing Avaya call-center software for call monitoring and spearheading training initiatives, resulting in a 10% reduction in employee turnover.

Load King, Manufacturing Co., Jacksonville, FL

01/2016-06/2017

Industrial Design Engineer

- Revitalized Lean Manufacturing: Reduced Kiosk production build time from three to one month, achieving a 70% increase in profit margins.
- Applied Design for Manufacture (DFM) principles: Optimized CAD data using SolidWorks, Inventor, and Metalix software, enhancing manufacturing efficiency and conducting MEP reviews with AutoCAD.
- Streamlined project organization: Optimized the Value Stream for restaurant environment store systems, focusing on equipment and cabinetry.
- Ensured ISO 9001:2017 standards compliance: Enhanced turnkey operations through adept SharePoint and Infor ERP administration.
- Led Engineering Capability Identification: Spearheaded the development of licensed Starbucks kiosks and flagship stores.

- Pioneered an innovative industrial design consultancy specializing in transformative product design, emphasizing UI/UX (Adobe XD) and coding (Visual Studio - PHP, C#, JavaScript, MySQL).
- Orchestrated comprehensive brand development and groundbreaking product design, securing patents, and resolved intellectual property challenges.
- Executed impactful e-commerce strategies on platforms like Amazon, BigCommerce, Shopify, and WordPress, contributing significantly to startup success and animation, computer-aided design, brand development, and supplier sourcing.
- Contributed to noteworthy projects: multi-rotational sensor designs for Altavian (2018) R80D SkyRaider, Greenwork (2015) electric mower concepts, and Lowe's (2011) Blue Eagle Brand, receiving a Patent Award.
- Designed diverse products: Griffin Technologies (2015) iPhone cases, Fossil (2002) female watch collection, Office Depot Ativa (2012) Data Storage Devices, Warhol-inspired men's sneakers for BrainLab (2013), and Klingg cord management system (2013), raising \$25K for production.

- Revolutionized Alienware's design with the Alienware 2.0 Design Language, launching 12 cutting-edge electronics and securing a global brand position.
- Optimized production, cutting costs by 60%, while maintaining high performance and usability standards.
- Authored essential documents, streamlining product development, and accelerating time-to-market with impactful designs for Desktops, Laptops, and Accessories.
- Managed product development on ProE Windchill, minimizing rework, and creating award-winning Outer box and user experience designs.

SKILLS

SOFTWARE

Adobe Creative Suite
ProE Windchill
SolidWorks
Rhino
AutoCAD
KeyShot
CATIA
Alias

DESIGN

Conceptualization
CAD and Drafting
DFM Principles
Roadmap Planning
Lean Manufacturing

ENGINEER

Reverse Engineering
Document Control
Technical Data Package
(Management)

INNOVATION

Brand Development
E-com Strategies
Patent Procurement
Startup Management
PHP, C#, JavaScript
Supplier Sourcing

LEADERSHIP

Change Management
Project Organization
Training
Team Building
Operation
Management

MANAGEMENT

Document Control
Onboarding
Time Management
Roadmap Planning
Product Lifecycle
Management (PLM)

EDUCATION

CERTIFICATION