

# Joseph William D'Aulerio

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OPERATIONS MANAGEMENT, FACILITIES MANAGEMENT, PROJECT MANAGEMENT

*Production, Processing, Project, Development, Manufacturing*

## EXECUTIVE SUMMARY

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Participative management professional; results focused, practical, detail oriented. Progressive leadership experience innovative visionary leveraging in-depth knowledge of the manufacturing and processing landscape to significantly increase operational efficiency. Solid organizational, communication and time management skills. Experienced to identify performance gaps to complete business interests, developing process improvement initiatives, and conveying complex development concepts in a simple and compelling manner. Seeking an Operations Management position in Production, bringing 20+ years of experience as follows:

## KEY STRENGTHS

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- **Management**

Progressive management from entry through senior launch team directing over 200 during Space Shuttle ground operations. Most recently Manager of the Florida Hospital Linen distribution teams, then Christie Lites Business Intelligence department.

- **Computer**

Expert proficiency with Microsoft Office (Word, Excel, Power Point, Access, Publisher, Outlook and MS Project) Also expert/proficient with Laundry software LinenMaster, Quicken. Strong experience with Autocad, Visio and Quickbooks and SAGE. Familiar with Adobe Creative Suite, including Photoshop and Illustrator and SharePoint and cloud storage environments

- **Communication**

As part of my responsibilities as STM for Shuttle launches I would provide a launch readiness review presentation for ground support operations to upper level administration prior to launch countdown.

Author: I published three science fiction novels (Primus-One) in 2015, and the second in August 2018 (Primus-One, Legion). The Third in the series is expected mid 2019

Former a member of the ALM (Association for Linen Management)

- **Leadership**

Served as President of my Community HOA for 10 years and as Vice President as for 2 years.

## CORE COMPETENCIES

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- ✓ Results-driven with exceptional practical judgment and memory for details with skills in developing process improvement, risk management, lean manufacturing, and team management directives.
- ✓ Known strategist who transforms strategic plans into workable solutions and benchmarks for performance against key operational objectives.
- ✓ Expertise in lean manufacturing with extensive scope of responsibility and a proven track-record of delivering optimal results in a high profile environment that exceeds operational goals and yields measurable outcomes.
- ✓ Strong operational process improvement background through effective cost reduction, tactical planning, productivity gain, and revenue growth strategies
- ✓ Research and Development of computer systems and software
- ✓ Systems and procedures analysis for major technical data management and storage requirement
- ✓ Technical Writing, Drafting,

## PROFESSIONAL EXPERIENCE

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**Christie Lites**, Orlando Florida  
*Business Intelligence Supervisor*

03/2018-11/2018

Supervised 4 Business Intelligence Analysts (former Audit Department) Oversee business intelligence activities (Business Reports, Performance Reports, Commission and bonus Analysis, Ordering and Operations Analysis, Daily Monthly and Quarterly financial reports and Analysis Reports, Vendor and Customer setups). Improved work performance of my team by evaluation and eliminating redundant or not needed tasks and reports.

- Obtain and monitor daily bank account activity and interface with Analysts A/P and A/R to address any issues and insure all accounts are current and accurate.
- Process analyze employee expense reports, and perform and analyze daily and monthly bank reconciliations.
- Create, modify Company and department flowcharts that define task step by step work processes using Visio. Worked with other managers and supervisors to defined work flow process that facilitated process improvement.
- Create documentation as needed including and miscellaneous spreadsheets as needed.
- Used and managed SharePoint and cloud storage environments. And other duties as requested.

**Florida Hospital Laundry**, Apopka Florida  
*Linen Distribution Manager, Data Analyst, Financial Coordinator*

11/2012-01/2018

Hired originally as a consultant to investigate lost linens resulting in a \$2 million savings. Made a permanent manager to establish improvements in the linen distribution process that resulted in a \$500,000 annual labor cost saving by relocating distribution teams. Then I was asked to redevelop laundry operating software that processed operations, shipping, billing, collections, and data tracking. This process improvement resulted in a revenue growth for the laundry by \$3 million. Also performed customer relations and quality assurance

- Investigated and evaluated linen loss at Florida Hospitals 7 main campuses. Became familiar with various hospital departments and processes to evaluate linen loss and assist in loss prevention. Review, contract and procedure document and report on how hospital linen is lost. Developed loss prevention strategies. Implemented loss prevention concepts.
- For the Florida Hospital Orlando Campus of 1200 beds, I evaluated, developed and implemented a bulk linen distribution operation replacing a struggling linen exchange cart system. Evaluated Environmental Services participation in linen distribution process at the hospitals. Evaluated space for bulk linen operations, interfaced with hospital senior management and reviewed process improvements in linen delivery to minimize linen tech presence in patient areas, improve linen delivery, reduce hospital elevator traffic, eliminate bulk linen storage in hallways and assist in meeting hospital compliance with hospital accreditation regulations. Selected and developed a 14 man team for bulk linen delivery operations in the hospital. Improved soiled linen collection operations by implementing linen team collection process and was a part of the Ginsburg chute activation project.
- Interfaced with nursing staff and other care givers on various linen issues, troubleshooting linen shortages, and linen quality issues. Reviewed linen conservation methods and linen loss issues, educated care givers on linen loss prevention.
- Assigned to the new Florida Hospital Laundry to review and assist in enhancing the laundry efficiency by interfacing with laundry managers, observing operations, evaluation areas of improvement, evaluating linen delivery and receipt process and linen weight tracking. Evaluating Laundry primary software application, LinenMaster and LinenHelper. Reconstruction the primary laundry software to purge stagnant out of date data, make better/full use of LinenMaster functionality, improve tracking, reporting and billing with the software.
- Managed 3 teams (up to 50 total team members) of Linen Service Specialists in 5 campus hospitals that deliver linens to the over 300 linen service carts. The LSS provides 24/7 service insuring patient needs for linens are met. As Manager my responsibilities include overseeing operations, staffing, product logistics, customer interface satisfaction needs and complaints, employee relations, scheduling, among other activities are required.
- Data analysis for various laundry statistics, data compliance, work with contract documents and assist the Laundry Director as required. (This was a combination manufacturing type and processing type of environment).
- Performed Customer billing manage A/R, Financial study and price assessments, reconcile employee timekeeping, process payroll matters and bonuses.

**United Space Alliance**, Kennedy Space Center, Cape Canaveral Florida  
*Support Test Manager (Operations Manager)/Duty Officer*

09/1996-07/2011

Began as a graphic/drafting documentation specialist to convert space shuttle drawing and process them for operations maintenance documents. Then transferred to Support Test Management (STM). As STM performed Operations Management for all shuttle ground operations and launch activities and served as a Duty Officer overseeing Launch Complex 39 activities including Scheduling, Security, Building Facility Management, New construction and contract oversight and operations.

- For Space Shuttle operations, managed and directed Ground Support Services (electrical water/fire suppression, HVAC, pneumatics, structures and heavy equipment).
- For Launch Complex 39 at KSC responsible for and direct major operations in support of Space Shuttle launch activities including roll out of the Space Shuttle to the launch pad.
- Responsible for daily LC-39 facilities operations, work approvals, upgrades, scheduling and other routine operations.
- Supervised and managed personnel and operations for hazardous operation/tasks including solid rocket motor movement, crane operations and mobile launch platform moves.
- Operations and Maintenance Documentations Technical Writing and Graphic Illustrator and Drafting.
- Database design and development, Web design and development.
- Duty Officer for 24x7 facilities monitoring, weather monitoring and Security and Emergency Operations.
- Received NASA awards for excellence in programming and performance.

**AlliedSignal Technical Services (Now Honeywell)**, Goddard Space Flight Center, Maryland  
*Systems and Procedures Analyst*

03/1988-05/1996

(Held Secret Level Clearance)

Began working for Lockheed Engineering Management Co as an Electro-Mechanical Design Drafter and Assembler. Through contract change, moved to Bendix then AlliedSignal as a Systems and Procedures Analyst.

- Performed management of NASA Technical Information for Goddard Space Flight Center Code 530.
- Provided technical support and analysis for various software applications and systems, data manipulation and data conversions, storage, management and reuse.
- Project manager for the development and continued improvement of a library database at the White Sands Complex in New Mexico.
- Developed requirements, budgeting, procurement, personnel management for systems and configuration control for hard copy and soft copy data storage.

## EDUCATION

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UNIVERSITY OF MARYLAND – College Park, Maryland

**Bachelor's Degree** - Business and Management

Minor - Computer Sciences, Astronomy and Sociology.

## COMMUNITY SERVICE

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- Currently a Florida Notary Public.
- Active Volunteer Most Precious Blood Catholic Church.
- Active Volunteer with Seminole County Sheriff's Office, CoP and Victims Advocate.
- Past President and active member of the Riverside Home Owners Association.
- Past President and active member of The Oviedo HOA Presidents Association.
- Former Web Master for Lagi Productions, Capt'n Ron's Tiki's and Thornto Dulcimers.
- Former Consultant Web Master Oviedo High School Band Boosters.
- Former Consultant Web Master Florida Young Artists Organization.