

# CRAIG J. WHITING

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## PROCESS IMPROVEMENT & OPERATIONS LEADER

Continually promoted for rapid problem-solving in challenging operations roles, with accolades for exceptional service and hands-on management.

- Versatile Navy recruiter and operations manager recognized for significant rise in efficiency and performance, with multiple commendations for *simultaneously deploying procedural improvements, cutting costs, orienting new hires, taking on new operational challenges, and slashing cycle times.*

- Assertive leader and operations analyst credited with continual turnarounds, including **#1 ranking** for Enlisted Processing Division (and Commendation Medal) after selection to address challenged performance. Outpaced predecessors through ingenuity, fearless leadership, and close attention to staff competencies.

- Poised for analytical role in operations environment; *able to self-relocate.*

- Turnarounds
- Sales Oversight
- Process Efficiency
- Cycle Time Savings
- Consensus-Building
- Strategic Planning
- Market Share Growth
- Quality Control
- Recruiting
- Asset Management
- Staff Training

## OPERATIONAL HISTORY & PERFORMANCE

### UNITED STATES NAVY, 1997–Present

#### OPERATIONS MANAGER / CHIEF PETTY OFFICER, Bellevue, Washington, 2008–Present

*Promoted to challenging and concurrent recruiting, operational, training, and project administration role, injecting efficiencies critical to processing annual volume of 2,400 applicants.*

Administer all priorities for recruiting, interviewing, and hiring process, supervising 9 team members in special initiatives, training delivery, and operations in Joint Services setting (requiring multi-unit authority).

- Influenced adherence to procedural controls and quality for 400+ personnel with onboarding and training—**creating accurate, accelerated workflow despite fast pace** and overlapping deadlines.
  - √ Facilitated increase in volume through productivity improvement—topping previous year's record by 500 new contracts.
- Surpassed annual shipping goals, with logistics analysis and process changes that boosted contract volume 20% within single year.

#### RECRUITING MANAGER / CHIEF PETTY OFFICER, Greensboro, North Carolina, 2003–2008

*Handpicked to take on high-profile, high-volume recruiting operation, with 5 leadership reports covering 20,000-square-mile territory and aggressive charter to deliver results—despite lack of previous recruiting expertise.*

Proactively addressed region needs, leading recruitment with intensive training and presentations; prospected throughout community by leveraging automated tools and high-touch recruiting techniques.

- **Increased results 180%+ by augmenting training curriculum** and mandating additional coaching in sales techniques, recruiting education, and best field office management practices.
  - √ Bested previous market share 15%+.
  - √ Groomed 2 staff members *into Field Operations leadership roles.*
- Saved nearly .5 FTE (480 hours annually), upgrading and rationalizing IT assets with **procedure instituted as new standard across all 64 divisions by CEO.**
- Streamlined recruiting operations with automated tools and new procedures that included candidate search analysis, in-person presentations, personal interviews, Internet recruiting, and employee referrals.
- Conducted community presentations and events **that drew large audiences**, with increased networking.

UNITED STATES NAVY, *Continued...*

## MANAGER / LEAD ELECTRONICS TECHNICIAN, Atlanta, Georgia, 2001–2003

*Reversed troubled team performance, attaining highest rankings by establishing comprehensive training program that revitalized employee interest and received executive attention.*

Appointed First Lieutenant and director for 15-member team chartered with all exterior and superstructure management of \$2.5B, nuclear-powered submarine, directing operations staff in troubleshooting, maintenance, and operational readiness. Administered operational schedules, efficiency improvements, and safety practices.

- Hailed for developing **#1 handling team in Atlantic fleet**; directed and closely monitored 20+ at-sea transfers while ensuring safety for 300+ employees.
  - √ Exceeded performance goals (even with no prior ship management expertise).
- Served as Drug and Alcohol Program Advisor tasked with presenting informational seminars, processing referrals, and administering one-on-one sessions among 150 personnel.

## MISSION CONTROL OFFICER / ELECTRONICS TECHNICIAN, San Diego, California, 1997–2001

*Led critical deployments in support of National Security, championed new technical maintenance initiatives, and sought continual education for team members chartered with ocean engineering tasks.*

Handled all tactical execution and mission planning, along with staff training and operations for Ocean Engineering system (electro-mechanical, hydraulic, and electronic subsystem components).

- **Preserved \$12M component** with fault isolation review and root cause analysis, averting major component loss with small defective part replacement.
- Launched new Ocean Engineering preventative maintenance system subsequently adopted throughout all newly developed systems.
- **Attained first successful system inspection** at squadron level, building and conducting Ocean Engineering qualification and training program (160 total classroom and on-the-job instruction).

## EDUCATION & SPECIALIZED DEVELOPMENT

### United States Navy:

RECRUITING COURSE (9-Week Training + Additional Sales Instruction)

LEADERSHIP & MANAGEMENT TRAINING (200+ Course Hours)

ELECTRONICS TRAINING (Navigation, Voyage Management, Radar, & Other Systems - 150+ Weeks)

## **Résumé Explanation**

With a pending separation from the U.S. Navy, Craig was seeking a role in which to capitalize on his operations and process improvement background. Having gained significant technical experience in electronics and within maintenance operations as the primary administrator for large, multibillion-dollar vehicles, he needed to leverage both his team management skills, as well as his ability to streamline operations.

I set up the résumé to highlight his record of fast promotion, noting that he had frequently taken on first-time positions with no previous training, yet was able to educate his teams and bring their performance up past that of competing groups. In addition, he had also mentored other Navy personnel into leadership roles at the same level.

However, the résumé was constructed to focus more on Craig's analytical background, as this afforded him the best opportunity in a tight job market. By showcasing his management experience as a plus, he was able to target both operations leadership positions as well as process improvement roles.

All terminology was considered and reviewed for applicability to a civilian position, with minimal mention of the sensitive, battle-ready operations that Craig had helped to manage. Instead, the keywords used in the résumé fit a classic process analyst or operations management role.