

# STEVE OLSEN

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Friendsville, TN

## STRENGTHS

- ♦ Continuous Improvement
- ♦ Operations Management
- ♦ Relationship Building
- ♦ Strategic Planning & Execution
- ♦ Staff Retention & Satisfaction
- ♦ Quality Assurance
- ♦ Reliability Analytics
- ♦ Performance Metrics
- ♦ Data Analysis

## PROFESSIONAL EXPERIENCE

### ORICA USA – LOUISVILLE, TN

AUGUST 2020 – PRESENT

- ♦ Manage operations of a large quarry and construction blasting and product distribution center
- ♦ Maintain stringent inventory control and complex logistics involved with explosive operations
- ♦ Schedule and plan operations with a staff of 5 drivers to optimize service efficiency, customer satisfaction and remain compliant with all regulatory agencies (DOT, BATFE, MSHA/OSHA)
- ♦ Full P&L responsibility for the site

### DENSO MANUFACTURING - ATHENS, TN

SEPTEMBER 2018 – AUGUST 2020

#### PRODUCTION TEAM LEADER

- ♦ Manage the daily activities of 10 full time production associates and 5 temporary staff to ensure superior product quality, cycle time, and production goals are met while maintaining a safe and positive work environment
- ♦ Data analysis of product quality, machine reliability, and performance metrics to quickly identify deviations that could lead to downtime, scrap, or impact production targets
- ♦ Perform product defect investigations to determine root cause and ensure adequate countermeasure implementation to prevent reoccurrence
- ♦ Adjust resource, material, and staffing as needed to achieve production goals within budget
- ♦ Lead Kaizen continuous improvement projects to improve cycle time or reduce waste and cost

### GR ENERGY SERVICES - SUGAR LAND, TX

JULY 2017 – SEPTEMBER 2018

#### OPERATIONS INTEGRITY MANAGER/TRAINING MANAGER

- ♦ Develop operating procedures and training curriculum focused on operational efficiency, safety, and compliance with Federal and State regulations
- ♦ Technology development and implementation of multiple cutting edge and innovative products aimed to improve overall safety, efficiency, reliability, and user experience
- ♦ Develop quality improvement plan and implement quality incident reporting system
- ♦ Safety and compliance support to assist field locations with OSHA, BATFE, and USDOT / FMCSA regulations
- ♦ Technical sales support and performance analysis reviews based on customer needs

## **SCHLUMBERGER TECHNOLOGY CORPORATION**

**APRIL 2003 – JULY 2017**

### **Sustaining Manager**

- ◆ Manage an 8-person multidiscipline engineering team responsible for the global success of assigned product lines
- ◆ Support manufacturing to ensure product consistency, manage component obsolescence, and disposition non-conforming products
- ◆ Provide failure analysis and technical support for complex electrical and mechanical products

### **Operations Support Manager, SUGAR LAND, TX**

- ◆ Directly manage a team of 20 Quality, HSE, and Technical Experts tasked with providing support to field operation teams
- ◆ Responsible for developing, managing, and implementing segment Quality and HSE plans
- ◆ Monitor operational performance metrics
- ◆ Responsible for ensuring the workforce received training, tools, support, and resources necessary to conduct long duration and technically complex oilfield operations
- ◆ Implement standard work solutions for service delivery consistency and reduced lost time

### **Field Quality Champion, Shreveport, LA**

- ◆ Support 7 field locations within the Southeastern United States
- ◆ Develop division specific quality initiatives to ensure successful and efficient operations
- ◆ Train, mentor, and manage the promotion process of field supervisors and equipment operators. Successfully trained and promoted 45 employees during this period
- ◆ Conduct audits to ensure processes, procedures, and policies are adhered to at all times
- ◆ Real time support of service quality incidents to troubleshoot, investigate and coach junior employees while minimizing down time

### **Field Quality Engineer, Rosharon, TX**

- ◆ Collaborate with the Engineering, Manufacturing, and Sustaining teams to provide a “voice of the customer” perspective to an audience with limited end user application knowledge
- ◆ Job responsibilities included failure analysis, training, testing, qualification, and field trials
- ◆ Technical Support and training for field deployment of new products to ensure a successful product launch

### **Field Specialist, Multiple Field Locations**

- ◆ Manage 3-5 crew members to perform complex oil well evaluation and explosive operations
- ◆ Adhered to BATFE, DOT, OSHA and NRC regulations

## **SKILLS**

- ◆ Advanced PC/IT knowledge – Microsoft Office mastery
- ◆ Excellent leadership and communication skills
- ◆ Ability to develop and implement Quality and Safety plans/procedures
- ◆ Organized, enthusiastic and determined to succeed
- ◆ Experience with crane and lifting operations – previously certified mobile crane operator
- ◆ Advanced knowledge of automotive electrical, mechanical, pneumatic and hydraulic systems
- ◆ Competent with all hand tools as well as a multitude of woodworking and metal fabrication tools
- ◆ Expert knowledge of Federal Regulations relating to the storage, use and control of explosives.
- ◆ Comprehensive knowledge of BATFE, OSHA, DOT, FMSCA, ISO 9001 and NRC regulations

## **EDUCATION/MILITARY**

### **ITT TECHNICAL INSTITUTE, ALBUQUERQUE, NM**

Associate of Applied Science in Computer and Electronics Engineering Technology – **2001-2003**

### **UNITED STATES NAVY**

Intelligence Specialist 3<sup>rd</sup> Class, Honorable Discharge - **1994-1997**