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# Calvin Elmer

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Houston TX  
Home: 713 937 9340  
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## Summary

**Innovative Customer Service Manager with (25+) years of experience. Liaison** between Field Sales and Manufacturing, providing customer solution and satisfaction. **Qualified Production Supervisor with 2+ years of Manufacturing Management experience**, including cross-training and scheduling employees, ordering parts, record-keeping and meeting all production deadlines. **Dedicated leader with demonstrated ability to train, manage and motivate team members to achieve organizational objectives.**

**Demand Management Manager**, skilled in **Customer Service, Procurement, Production Scheduling, materials Inventory Control, Assets** distribution and process control. **Possesses a high degree of integrity and an outstanding work ethic**, as well as **strong leadership qualities.**

## Highlights

- Experienced in Strategic Planning & Production Scheduling
- Knowledgeable of quality control standards
- Procurement specialist & Purchasing ability
- Supply chain management expertise
- Knowledge of and trained in ISO 9000, 5S & Lean manufacturing methodology
- Logistics - Ground and Air transportation
- Experienced in Inventory coordination and control
- Dedicated to process improvement
- Strong customer relationship & team building skills
- Experienced in International Travel

## Accomplishments

- Played an instrumental role in increasing customer satisfaction ratings index from **75% up to 98%** with in one year as Customer Service Manager.
- Scheduled production activities to guarantee a **90% product on-time delivery.**
- Managed and led a team of (12) Demand Management professionals to achieve an **annual 4.5 materials inventory turn.**
- **Supervised and Managed the first shift manufacturing team.** Planned, directed, coordinated and assigned the manpower of (15+) Fabricators and all their production activities, to efficiently meet the daily production requirements.

## Experience

Varel Oil & Gas Drill Bits August 2005 to January 2016

**Customer Service Manager**

Houston, TX

Halliburton Energy Services May 1988 to August 2005

**Demand Management Manager / Master Planner**

Conroe, TX

## Education

Milford High

**High School Diploma**

Milford, UT, usa

Treasure Valley - Junior College

**None: Physical Ed.**

Ontario, OR, usa