

# Richard W. McRae, B.S., M.B.A.

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**Personnel Management • Lean Manufacturing • Process Design and Implementation**

## AREAS OF EXPERTISE

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Operations Management  
Policy / Procedures Development  
Lean Manufacturing

Staff Management  
Training / Facilitating  
Six Sigma / 5S

Team Leadership  
Proposals / Public Speaking  
Supply Chain Management

## PROFESSIONAL BACKGROUND

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STORAGE SYSTEMS MIDWEST: Waukesha, Wisconsin 2013 – Present  
Resource coordinator in charge of maintaining job timelines, managing financial resources, customer relations, training service and install team, and coordination all resources for service and installation jobs. Service area covers 5 states, and installation area is national.

### RESOURCE COORDINATOR

- After automating much of the Resource Coordinator duties, **have taken on many of the Vice President's duties and responsibilities**, allowing him to focus more time on large-scale company direction.
- **Manage all aspects of the supply chain and customer relations for new product research and installation.** This includes holding meetings to determine customer timeline and needs, tailoring the process to the customer's needs, and dealing directly with all vendors and shippers.
- **Took control of design and implementation** of new software and accounting system which led to a year-long unsolved problem being resolved within 3 months.
- **Maintain project timelines to ensure labor costs** to maximize job profitability levels.
- Developed **multi-departmental service procedures** that reduced customer complaint response time to hours, shortened invoicing time from 2 – 3 months to 5 days, and virtually eliminated unexplained non-billable time and productivity sinkholes for all employees in my department.

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J.F. COOK OVERHEAD DOOR: Oak Creek, Wisconsin 2011 – 2013  
HELD DUAL POSITIONS: Parts and warehouse manager in charge of all logistics and inventory control. Service Dispatch Manager, dealt directly with the customer, taking calls and scheduling service.

### PARTS & WAREHOUSE MANAGER / SERVICE DISPATCH MANAGER

- **Reduced inventory shrinkage to virtually zero** and tracked inventory through the parts area, warehouse, 17 trucks with full inventories, and on individual job sites.
- **Created inventory and tracking systems** that allowed for cataloguing of both inventory and non-inventory parts, as well as used and left-over parts.

- Designed service zones that reduced the amount of driving time per technician, **allowing technicians to respond to more calls per day.**
- **Created hundreds of bids and proposals**, researching all material, labor, and regulations required to complete the jobs.

HAL'S HARLEY-DAVIDSON: New Berlin, Wisconsin

2010 - 2011

Supervised team of 15 technicians to meet all customer needs in a timely manner. Scheduled technicians according to service needs as well as dealing directly with customers for planning and scheduling purposes.

#### **SERVICE DISPATCH MANAGER**

- Wrote and scripted a technician skill tracking program that **identified and ranked each technician according to skill level** and time spent on each task.
- Designed and wrote an online technician training program that **reduced training time from weeks to three days.**
- Created company intranet that gave all employees access to critical functions and information, allowing them **to answer customer questions without needing to research requisite topics.**
- Designed vehicle tracking system **which allowed hundreds of motorcycles to be stored in multiple locations**, but allowed technicians to immediately find any bike without conducting a manual search.
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UNITED STATES NAVY: Trident Training Facility - King's Bay, Georgia

2005 - 2009

Taught on average 70 students per year in intensive 40-hour per week classes and labs. Analyzed all training programs regularly to identify mistakes or needed updates. Provided technical advice and assistance to management as to the direction and implementation of new programs.

#### **MISSILE TECHNICIAN INSTRUCTOR**

- As a **Master Training Specialist** created, implemented, and taught over 150 Microsoft-based lesson plans.
- Over **4500 hours** of graded inspections by the Navy on Student Management and Supervisory skills **with zero deficiencies.**
- Solved non-job related problems as Class Commander such as financial problems, personality conflicts, and problems at home.
- 9 years experience managing several projects at once as Repair Parts Petty Officer and Instructor Supervisor. This required **managing multiple contracts concurrently** while dealing with both internal and external entities to accomplish mission while complying with all local and federal laws.

UNITED STATES NAVY: USS Maine - King's Bay, Georgia

2000 - 2005

Was responsible for the assembly, maintenance and repair of nuclear-capable ballistic missiles carried on submarines and their associated advanced electronics and electro-mechanical navigation and targeting systems.

### MISSILE TECHNICIAN

- Maintained, supervised, and ordered \$250,000 worth of non-classified and classified inventory as Repair Parts Petty Officer annually **for 5 years with zero loss of equipment.**
- Supervised teams in over 1000 hours of procedures on classified missile systems for **5 years with zero procedural deficiencies.**
- Supervised 4 system upgrades to submarine computer infrastructure which included planning jobs and assigning personnel.
- While training earned submarine qualifications 11 months ahead of the 12-month requirement, setting the record onboard the USS Maine and earning multiple medals.

### ACADEMIC TEACHING

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USS Maine: Lead Training Instructor, 2003 - 2005

Trident Training Facility: Master Training Specialist, 2005 – 2009

### EDUCATION, TRAINING, LICENSES

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#### Education:

**Master of Business Administration (MBA):** University of Phoenix

**Bachelor of Science, Business Management:** University of Phoenix

**Associate of Arts, Computer Science:** Pearl River Community College

#### Certifications:

**Master Training Specialist:** Adept at maintaining, critiquing, and creating training plans and new curriculum.

**Front Line Leader:** Certified in all aspects of managing and supervising large groups of employees.

**Fire Control Supervisor:** Supervisor of Top Secret targeting database and computer systems.

**Launcher Supervisor:** Departmental Supervisor for entire missile system and all personnel working on that system.

**Team Leader:** Supervisor of teams consisting of 3 – 20 personnel all working together on the same project.

#### Organizations:

**Delta Mu Delta International Honors Society of Business**

**Freemasons: George Washington 1776 Lodge #337**