

# Lorna Hale

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**Notice** how you can add graphic elements to a word processing document? (See the vertical line at left.) Turn on the tool palette and draw over your document to give it some extra style.

## Objective

## Position as a Senior Operations Research Manager

## Highlights of Qualifications

- Proven success in implementing productivity-enhancement systems
- Excellent management skills and experience
- Strong practical and theoretical foundation in improving engineering and production methods

## Professional Experience

### **Air Cargo Industries**, Oakland, CA 1985-Present *Senior Industrial Engineer*

Supervised industrial engineers and computer analysts to develop and implement air freight operations quality assurance programs and performance measurement systems. Managed computer and operating systems integration. Improved resource utilization. Performed staffing analysis, computer systems analysis, computer simulation programming. Analyzed domestic and overseas terminal operations, labor and management performance. Implemented automatic freight booking system.

#### **Achievements**

- Increased customer satisfaction ratings by a factor of three
- Achieved 15% reduction in facilities maintenance costs
- Increased profitability of cargo operations by minimizing under-utilized flights

### **Peabody Airlines**, Chicago, IL 1981-1985 *Manager of Industrial Engineering*

Supervised engineers in research on methods improvement, productivity and service level increases, cost reduction for reservations. Evaluated airport passenger and freight areas for safety and efficiency. Implemented routing system for small parcels. Performed competitive analysis on cargo handling and developed computer models to evaluate throughput.

#### **Achievements**

- Reduced by 72% the number of parcels delivered late or lost
- Helped company earn the best safety record in its class
- Saved firm over \$1mm via eliminating redundant systems

### **Aridison Air Freight**, Los Angeles, CA 1977-1981 *Industrial Engineer*

Oversaw acquisition and implementation of distributed computer network systems for hub systems support and task standards development. Evaluated computerized flight management system and CAD software. Developed management report programs.

#### **Achievements**

- Effected problem-free transition to new computer systems
- Ensured long-term viability of management information systems

## Education

Masters of Business Administration - **Pacific Crest University**, 1977  
Bachelors of Science - Industrial Engineering - **Ericksen College**, 1975