

CYNTHIA FURUBOTTEN

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BACKGROUND SUMMARY

I am a **Business Operations Manager** who solves problems by reducing costs and delivery times. As a *Six Sigma Greenbelt*, one of my projects saved \$1M annually by changing the process based on updated customer requirements. I also designed a metrics reporting system which accurately measured production output, time and cost. My financial responsibilities have included capital and operating expense budgets in excess of \$5M.

PROFESSIONAL EXPERIENCE

C. ROBERTS, Golden, Colorado January 2005–Current
Operations and Project Manager

C. Roberts is a metal fabrication business which also offers machine shop services.

Manage the business operations, engineering drawings, customer change orders, the inventory, and direct resources in the construction of metal gates, stair railings and other custom, metal fabrications. I plan and oversee the completion of all jobs to ensure they are on-time, within budget, meet quality standards, and according to customer specifications.

SUN MICROSYSTEMS, INC., Broomfield, Colorado July 1997–September 2004

Oracle has purchased Sun Microsystems, a Fortune 200 company which developed, manufactured, and sold computer hardware, software, and services to global customers.

Worldwide Business Operations Manager (1 year)

My IT Operations team built and maintained secure, 24/7, global servers and web delivery systems. We also designed, built and maintained large web sites and provided localization services for educational products. The global product fulfillment team ensured orders were filled correctly, for the lowest cost and delivered on-time. I led twelve direct reports (Technical Specialists and Project Managers) and oversaw the work of several vendors.

- Received the *Enterprise Systems Industry Best Practices Benchmark Award* for four consecutive quarters for our customer-facing web site.
- Set up and documented service level agreements (SLA's) all with vendors and customers.
- Implemented an automated business metrics dashboard.
- Defined and documented operational models, policies, processes and procedures.
- Wrote business requirements for software and systems development.
- Improved Global Fulfillment quality scores by 13%.
- Built an information Intranet which closed a security breach.

Operations Manager and Project Manager (4 years)

My team produced information products, provided production services, implemented critical product changes, met budget constraints, ensured quality and released products on-time. I developed and managed a team of four which grew to twenty-one direct reports and more than fifty contractors.

- Built a full-service publications department, which included web, video, and audio production, technical writing, editing, illustration, quality assurance and product release.
- Managed purchasing, procurement, and awards for the division.
- Received Sun's Top Achievement award for being a "top 5% performer."

- Business analyst to the Content Management Software Development Project for which I received an *Outstanding Contribution Award*.
- Designed and implemented a content production server which could be accessed from several U.S. Locations.
- Created and built video products which allowed service technicians access to vital and time-saving technical information.
- Defined and documented operational models, policies, processes and procedures.
- Designed and implemented an outsourcing program which moved services to contractors and vendors while maintaining our quality standards. Saved \$250K annually.

Project Coordinator (2 years)

Supported project development and worked as an operations liaison with the development group.

- Designed a product quality assurance program which lowered product defects by 7%.
- Implemented a products tracking system to enable faster fixes for critical issues.
- Documented operational processes and procedures in the role of technical writer.

Account Manager-Contracts Specialist (1 year)

Booked and managed Oracle-based contracts to facilitate immediate service for top-tier, mission critical customers.

- Received an *Outstanding Contribution Award* for designing, preparing and delivering a contractor training program.

QUARK, INC., Denver, Colorado

March 1995–July 1997

Training Manager, Technical Writer, Business Analyst (3 years)

Quark develops and manufactures software applications for the publishing industry.

Established and directed the first employee training program for a 75-person Customer Service Call Center, Manufacturing and Fulfillment facility. This included sales training, handling of Change Orders, Build of Materials (BOM's), inventory, and resource management to ensure product quality standards, budgets, and delivery deadlines were met.

- Contributed to the development of a business software application as a business analyst.
- Developed operating model and designed business processes.
- Relocated Manufacturing, Fulfillment, and Customer Call Center to Wyoming.

EDUCATION & TRAINING

B.A., East Central University, Ada, Oklahoma

Training: Six Sigma Methodology, HTML, XML Concepts, Java Programming, Return on Investment (ROI), Corporate Manager Curriculum, Change Acceptance Process (CAP), Facilitation Skills, Team Dynamics, Increasing Human Effectiveness, Total Quality Management (TQM), Web Publishing, Quality Management System (QMS) for Team Leaders, Rocky Mountain Quality Conference, Lean Sigma, Internet Marketing, including PPC, SEO, SMM.

Currently preparing for ITIL v3, CBAP, and PMP certifications.