

# Charles C. Raiff

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## Consultant / Director of Operations

Jul 2012 - Current

### Chandlee Consulting Services

#### Business/Management Consultant

Consultant – Proposed business partnerships, recommended business solutions, advised on changes/modifications and developed broad working relationship with clients.

- Worked with clients on several projects, met their expectations and increased revenues.

#### Selected Contributions:

- Coordinated with managers and company leaders to find best solutions for projects.
- Analyzed market trends and conducted market research – Incorporated results to create company strategy for developing new products.
- Assisted clients with web-based marketing, including website design, multimedia design (videos, flyers, corporate identification, etc.), social media outreach, and advertising development.
- Monitored productivity of teams and departments to evaluate their performance.
- Evaluated project's overall performance and integration.
- Analyzed problems in business areas and fields to advise and provide solution.

## Operations Manager

Jul 2015 - Jan 2016

### Amazon.com Logistics

#### Main Contributions:

- Processed delivery packages for last-mile delivery to commercial and residential addresses
- Monitored on the road delivery success and internal quality metrics.
- Developed and performed training with delivery associates to provide world class customer service and to ensure proper quality metrics.
- Performed audits and reporting on delivery associates and developed system improvements.

## Operations Manager

Jan 2013 - Dec 2014

### Silver Creek Homes, Inc.

#### Main Contributions:

- Administered organization's marketing and operations budget.
- Revamped company scheduling systems, and worked with vendors & subcontractors to manage projects in a realistic construction environment.
- Actively assisted business departments in meeting goals.
- Frequently developed promotional materials for video, web and print media.
- Developed and maintained company websites, promotional materials, general company information, sub-contractor information portal, and customer information portal.
- Provided IT support and upkeep of IT infrastructure.

#### Impact & Recognition:

- Translated business objectives and strategies into brand portfolio objectives, plans, and strategies of enhanced growth of business units.
- Implemented effective sales and marketing strategies.
- Analyzed profitability of products and services and their market potential.
- Developed sales presentations including custom 3-Dimensional tour animations of homes for clients.

#### Additional Duties:

- Acted as company IT manager; including infrastructure upkeep, database creation, digital form creation, sales presentations, and more.

#### Staff Development



#### Talent Acquisition



#### Graphic and Web Design



#### Report Development and Tracking



#### Office Applications



#### Database Development



#### Material Sourcing



#### Vendor Negotiations



#### Account Management



#### Budgeting/Forecasting



#### Logistics Planning



#### Supply Chain Management



#### Greg Miller

I have worked with Charles for the past three years. Charles has always been a pleasure to work with, honest and ethical. I have been lucky to have a customer as Charles to work with.

#### Win Lindner

I've had the opportunity to work with Charles on several projects. He has always been very attentive to detail and has the ability to ask "What do we really want to accomplish". Charles is a wealth of information as it pertains to

- Aided in creation and engineering of new custom floor plans, including floor-plans that became standard production models.
- Digital rendering of homes using Computer Aided Drafting programs.
- Designed and installed custom security system including motion and door alarms, closed circuit security camera system, and automobile tracking systems.
- Track and analyze weekly sales data and weekly construction performance data, and help determine and implement improvements or corrections as needed.

technologies, equipment and processes. I look forward to collaborating and working on future projects with Charles.

## General Manager

Mar 2010 - Mar 2012

### ADM Transport, LLC

Overall responsibility for coordinating all affairs of business, including service delivery, customer satisfaction, day to day operations, cost control, and financial viability.

Planned, optimized, and implemented service solutions that improve performance of supply chains – Predictability, costs and visibility.

#### Key Contributions:

- Developed system solutions and logistic programs.
- Adopted best industrial practices to identify new and unique strategies to differentiate customer from marketplace and drive customer satisfaction.
- Enabled customer feedback through various channels to improve the supply chain management.
- Managed internal communications and presentations with regards to core performance metrics, program updates and ongoing informational programs.
- Monitored potential risks and other significant matters that required immediate solutions.
- Held meetings and discussions with clients to assess their distribution channel and resources as required to carry-out operations successfully.
- Ensured all daily operations and reporting were in compliance with state and federal regulatory statutes, including Federal OSHA, IOSHA (Indiana), MIOSHA (Michigan), Federal Department of Transportation, and all other bodies, including periodic reporting as required.
- Developed lasting relationships with vendors and equipment leasing agencies to ensure optimal fleet equipment levels.

#### Results:

- Developed efficiency-enhancing workflow improvements that made it possible to accommodate increasing demand necessitated by customer demand.
- Decreased company expenditures 12% by implementing needed controls on equipment maintenance and adjusting logistics routes.
- Saved thousands of dollars in fees and penalties by performing audits of federal and state reporting and finding errors and completing unfinished records and legal reports.

## Project Manager

Nov 2007 - Mar 2010

### Universal Pallet Supply, Inc. / Global Group Inc.

#### Key Activities:

- Led and developed full scale project plans and executions, including a full and successful implementation of an ISO 9001:2000 program (including full certification) of multiple facilities.
- Responsible for more than one cross-company project at a time.
- Defined the project scope of work, financial plan, goals and delivery – Managed all aspects of the project plan and budget.
- Managed the operational, financial and technological aspects of projects based on time-lines and work plans.
- Identified resources required, assigned responsibilities and coordinated project staff directly and indirectly, to ensure successful completion of the project.
- Designed project documents to monitor project performance and ease of data retrieval.
- Tracked and resolved critical issues to minimize project risk factors.
- Also acted as manager of Maintenance, Safety, and Quality Departments.

#### Project Staff/Clients:

- Directed, supervised, supported and coordinated the project staff.

- Communicated extensively with clients, sub-contractors and vendors to establish cordial/effective working relationship.
- Followed up with clients to verify satisfaction.

**Results:**

- Designed, implemented and updated company ISO 9001:2000 & 9001:2008 programs.
- Created automated weekly productivity report that increased reporting efficiencies by over 10% and provided plant level management with an important tool for tracking productivity and efficiency.
- Quickly became a trusted assistant to the company president, executive staff and office manager and earned a reputation for maintaining a positive attitude and producing high-quality work.
- Reduced lost time accidents by over 60%, reduced customer returns by over 40%, and Reduced Maintenance Expenses by 14%.

Asst. Plant Manager / Maintenance Manager Jan 2006 - Oct 2007

**WeVac Plastics**

**Key Functions:**

- Provided strong leadership and technical expertise to maintain existing procedures and continuously improvement.
- Resolved maintenance problems.
- Recommended measures to improve conditions and operations of machines and equipment.
- Maintained records and tracked work orders, spare parts and maintenance history of equipment and more through computerized system.
- Designed and documented manuals to simplify work for future maintenance departments.
- Repaired/replaced equipment to ensure proper functioning.

**Department Management:**

- Mentored and guided maintenance and repair work performance.
- Supervised maintenance management staff and conducted performance reviews of workers and technicians.

**Other Contributions:**

- **Safety measures:** Used different techniques and guidelines to ensure a safe environment around plant and premises. Ensured all maintenance workers are following prescribed safety policies and guidelines.
- Recommended different methods of improvement and expansion in current facility.

Bachelor of Science in Business Management Sep 2009 - Dec 2012  
Indiana Institute of Technology

Interior Communications Specialist Jul 1998  
US Navy Interior Communications A-School and Engineering Core School

Project Manager  
EGQS, Inc.