



STEPHEN PASAY

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PROFESSIONAL SUMMARY

Seasoned Operations Manager offering 18-year career with progressive leadership responsibilities in Manufacturing settings. Effectively coordinates work across departments to maximize resource utilization and business sustainability. Enterprising, well-grounded and proactive demeanor lends well to completing intricate projects on deadline. Multi-unit operations management Performance reporting Warehouse operations Management Troubleshooting and problem solving Product management Workforce Management Goal attainment Customer service

EXPERIENCE

Supervisor

May 2021 - February 2023

Rogers | Woodstock, Connecticut

- Evaluated staff performance, communicating feedback and setting personal goals.
- Attended and contributed to regular managerial meetings.
- Used administrative and operational expertise to help team meet deadlines and long-term objectives.
- Trained staff in job roles, business policies and industry best practices.
- Monitored numerous employee activities and assigned tasks to cover demand.
- Provided technical guidance and interpreted policies and procedures to assist employees in performing functional tasks.
- Worked hand-in-hand with cross-functional departments to maximize productivity and performance.
- Assisted front-line personnel with delivering timely service to customers by expertly managing support needs.
- Responsible for payroll (Kronos)
- Ensuring product met quality specifications.

Operations Manager

August 2000 - April 2020

E.A. Patten Company (Aerospace) | Manchester, CT

- Managed daily operations, including supervising multiple team members across locations
- Planned daily operational strategies, including delivery routing, team workflows and promotional initiatives
- Developed incident management strategy, including troubleshooting, root cause analysis and timely resolution
- Conducted performance reviews providing coaching and feedback to benefit both company and employee

- Aided senior leadership during executive decision-making process by generating daily reports to recommend corrective actions and improvements
- Assessed, optimized and elevated operations to target current and expected demands
- Inspected production areas to identify and correct unsafe or unauthorized practices
- Established work priorities to meet contractual obligations for schedule and installations
- Achieved and surpassed production targets through effective staff management, task allocation and materials coordination
- Fostered strong relationships with buyers and suppliers by and maintained communication.

Printing Press Operator

February 1997 - July 2000

Pestige Printing | Manchester, CT

- Examined printed copy for correct ink density, position on paper and registration
- Maintained adequate productivity by setting and enforcing deadlines
- Managed paper, ink and printing supplies, placing orders to replenish inventory
- Jogged and stacked paper by delivering blank or partially printed stock to equipment
- Properly handled hazardous waste materials to uphold safety regulations
- Accurately set-up fold, adjusting roll mechanisms, tension and guide devices
- Set appropriate speeds, flows, colors, temperatures and positions for printing
- Removed printed products from printing machines manually or via hand trucks or power lifts and transitioned material to drying and finishing or storage areas
- Maintained machines in good working order by cleaning, lubricating and adjusting
- Prepared machines for printing and operated one-and two-color printing presses, platemakers, hydraulic paper cutters and digital printers and copiers
- Printed customized office documents such as envelopes, newsletters, business cards and programs
- Conducted ink operations, including verifying ink specifications, inking presses, changing ink and adjusting ink flow
- Met all production schedules and throughput yield targets.

EDUCATION

Certification - Automotive

May 1994

Porter and Chester, Enfield, CT

Diploma

May 1992

Manchester High School, Manchester, CT