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## Michael R. Veglia

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### WORK HISTORY

#### ***Customer Account Manager, Vander-Bend Mfg. 2004-***

Act as liaison between customers and sales, engineering, manufacturing, shipping, and accounting to insure superior customer service. Manage suppliers including sourcing and project award due to cost analysis, quality and lead-time. Process requests for quotes and initiate order placement. Process customer change requests (POCOs and ECOs) and review customer open order reports. Investigate and resolve problems related to new orders, shipments of products, discrepant material, and billing. Maintain customer records and associated databases. Determine sales opportunities within current customers.

#### ***Department Manager, Orchard Supply Hardware 2004-2004***

Train, schedule, and supervise department personnel including coaching, performance reviews and discipline. Ensure a functional department, provide customer service, and maintain department inventory and merchandising, and complete clerical work accurately and on time.

#### ***Senior Dynamics/Light Environmental Technician, Wyle Laboratories 2000-2003***

Test and evaluate customer product performance in compliance with various military and commercial specifications. Set up and perform tests using documented procedures. Including; initial visual inspections, fine and gross leak, lead integrity, fatigue, pull, adhesion to lead finish, resistance to solvents, failure analysis and administration of mechanical shock, loose load vibration, temperature, altitude and free fall drop testing to MIL-STD, ASTM, ISTA, Bellcore and customer specifications. Ensure all test equipment is properly calibrated, shipping and receiving duties including packaging, Fed Ex and UPS.

#### ***Program Manager/Engineering Support, E-M-Solutions 1999-2000***

Primary responsibility is to act as a link between the customer and manufacturing. This includes demand evaluation and schedule prioritization, sales order entry and fulfillment for standard, JIT, and RMA orders, request for quotes, purchase order change orders, engineering change orders including BOM and drawing analysis, managing customer forecasts by balancing customer demand between sales orders and work orders. Coordination of new product launches with a smooth transition into production. Engineering support, machine utilization measurement, monitoring efficiencies, statistical engineering, data analysis and process improvements.

#### ***Commercial Services Manager, Orchard Supply Hardware 1987-1999***

Responsibilities include purchasing, generating price quotes, purchase orders and sales orders, inventory control, phone, fax and special orders, will call, set up of appointments for delivery and or installation of merchandise, customer service and satisfaction of all commercial accounts, as well as process applications for commercial accounts. I also worked in the Hardware and Industrial Hardware departments while attending high school as well as college.

### EDUCATION

Bachelor of Arts in Industrial Arts, Concentration in Product Design and Development  
San Francisco State University, May 1997.

### SKILLS

I have experience with the following software applications; Adobe Photoshop, Agile, Arena, BaaN, Data Sweep, Visual Manufacturing, Internet Explorer, Microsoft Office 2000- including Access, Excel, Outlook, PowerPoint, Visio, Word, Windows 95, 98, 2000, ME, NT and XP.