

Nathaniel Petty
Manager / Continuous Improvement

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Executive Summary

Accomplished Continuous Improvement Manager with over 15 years' experience working in a changing environment directing and executing change initiatives that enhance process performance and client fulfillment. Dependable and dedicated to meeting and exceeding customer and company goals with exceptional project management, process and policy review, operational management, and staff leadership abilities. Proven leader with great business acumen, metric-driven and result oriented leader and change agent with ability to inspire an individual or team to meet business objectives. Problem solver and ability to stay calm in pressure situations. Certified Lean Expert and completed Black Belt training courses.

Work Experience

Broker / Owner

Certified Real Estate Appraiser

Simply The Best Real Estate

Petty's Appraisal Service

- Over 20-years' experience as a real estate broker/agent with 19-years as a certified real estate appraiser. Started a real estate business that meets the state and local requirements maintaining records and continuing education requirements. Prospecting new client relationships by streamlining sourcing and networking with stakeholders. Mapping the real estate process to eliminate nonvalue added processes and potential failure modes to manage multiple clients. Uses project management skills in initiating and completing real estate transactions. Market research for forecasting and planning business goals. Represent buyers and sellers in negotiations to produce a win-win outcome. Producer of residential and land appraisal reports used for lending and non-lending clients. Uses statistical analysis to consult and facilitate potential investment opportunities for investors.

Additional Work Experience

Customer Service Manager of Continuous Improvement - Honeywell International

Olathe Kansas 66060

- Managed 123-employees hourly and salary in a union environment. Managed receiving shipping billing and call center for 3,000 repairs monthly. Achieved \$28M annual revenue target. Maintained FAA Certification and Maintenance Service Agreements. Implemented Lean-Six-Sigma, ISO 9000, High Performance Work Teams, Visual Workplace, Control Charts. Conducted goal alignments and performance reviews. Improved customer satisfaction by implementing a Sales Inventory Operations and Planning with a Repair Forecast Model which reduced turnaround time from 21 days to 7 days.

Education / Skills: Associate of Electronics –Electronic Institute, Kansas City, Mo

Microsoft Office Suite, Total Quality, Lean Manufacturing, Six Sigma-Black Belt Process Control, Project Management, Behavioral Interviewing, Sales, Marketing, New Business Development, Negotiation. Experienced in Computers-Military Radar-Avionic Repair and associated test equipment.

Certifications and Licenses: TQ Facilitator, Six Sigma Lean Certified, Real Estate Broker, Certified Real Estate Appraiser