

GARY A. MARSHALL

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PROFESSIONAL SUMMARY

A professional with comprehensive leadership experience gained through working in a variety of positions and levels of responsibility. A proactive, goal-driven, tenacious, management professional who is a strong leader, team builder and facilitator. Have excellent communication skills, a professional demeanor, and the ability to build rapport with customers and personnel at all organizational levels. Have traveled extensively both domestically and internationally.

TECHNICAL SUMMARY

Competent in the following technical skills: maintenance management, project management, quality planning, problem solving, risk and opportunity analysis, failure modes and effects analysis, value-stream and process mapping, and technical writing. Have experience working with maintenance operations and aircraft mechanical systems. Experienced in Microsoft Office software (Word, Excel, PowerPoint, and OneNote).

Achieved the following professional certifications:

- ISO 9000 Quality Systems Specialist – Eastern Michigan University
- ISO/TS 16949 Quality Systems Specialist – Eastern Michigan University
- Six Sigma Green Belt – Midlands Technical College
- Lean Champion – Michigan Manufacturing Technical Center

PROFESSIONAL EXPERIENCE

VSE Corporation

3/2009 – 1/2015

Logistics Analyst, Team Leader, Technical Writer, Editor, and Publications Quality

- Led a Logistics Management Information (LMI) Data Integration team in working with U.S. Army and prime contractor representatives in streamlining maintenance technical methods, manuals, and data from four maintenance levels to two levels.
- "Biggest impact on improving company processes and quality," stated senior management after quality assurance programs and process controls were developed and implemented.
- Developed concepts for, trained individuals, and implemented tracking and control mechanisms that received accolades from customers and other VSE personnel; such as issue trackers, data organization systems, process metrics, and work package tracking tools.
- Initiated and led a cross-training effort resulting in the development of training materials in provisioning, technical writing, and data analyst responsibilities improving organizational capabilities and enabling better utilization of personnel.
- Authored technical manuals using Arbortext, EMS Publisher, and EMS NG Viewer software.
- Coordinated with subject matter experts, illustrators, provisioners, and customer publications managers to develop appropriate technical instructions, supporting illustrations, and layout.
- Improved technical accuracy and compliance to military requirements; such as: Mil-Std 40051 and MIL-HDBK- 1222.

Strategic Improvement Services / Management Resources International **5/1999 – 3/2009**
Senior Quality Systems Consultant and Seminar Leader

- Developed quality systems training curriculum, course content, and instructor qualifications.
- Achieved and maintained ISO 9001 certification and performed as the management representative responsible for performance of organization's quality management system.
- Led companies to quality and productivity improvements and certification to internationally recognized quality standards in the service, manufacturing, and government sectors. A sampling of those include automotive, transportation/logistics, electronics, coatings, paint, chemicals, furniture, tooling and equipment, fitness equipment, call centers, and healthcare.
- Provided consulting and training services in the areas of ISO 9001, ISO/TS 16949, ISO 14001, Advanced Quality Planning, Failure Mode and Effects Analysis, Internal Auditing, Statistical Process Control, Total Preventive Maintenance, Mistake Proofing, Project Management, Process Mapping, Team Problem Solving, Kepner-Tregoe Problem Solving and Decision Making, Analytical Troubleshooting, Lean Enterprise, and Six Sigma.
- Core member of the Automotive Industry Action Group (AIAG) work group authoring the ISO/TS 16949:2002 Quality Management Systems Implementation Guide.
- Authored training materials for online and classroom training. Established training objectives, assessment methodologies and course content and format for numerous quality related courses.
- Taught seminars on-site at numerous companies and through Eastern Michigan University, University of North Florida, Midlands Technical College, and Oakland Community College.

United States Air Force **06/75 – 05/99**
Chief Master Sergeant / Maintenance Superintendent

- Senior Maintenance Manager responsible for personnel management and aircraft maintenance actions for an organization consisting of over 1,600 personnel and 80 aircraft.
- Managed five maintenance branches, each consisting of over 200 personnel in up to 20 different technical specialties with annual operating budgets up to \$8 million.
- Led a team of over 100 auditors evaluating quality and performance standards. Trained auditors, developed evaluation criteria, conducted briefings, and planned and directed scenarios designed to test compliance, performance, and operational effectiveness.
- Accomplished quality, compliance, and performance audits throughout Europe evaluating aircraft maintenance operations and management processes for American and European military organizations as a U.S. Air Forces in Europe Inspector General team member.

EDUCATION

Religion – Master of Arts, *Liberty University, Lynchburg, VA*, December 2010.

Management and Computer Resources and Information Systems - Dual Master of Arts, *Webster University, Saint Louis, MO*. October 1997: GPA 3.98

Aviation Management - Bachelor of Science, *Southern Illinois University, Carbondale, IL*. December 1986: Phi Kappa Phi Honor Society GPA 3.77

Aircraft Maintenance Technology - Associate in Applied Science, *Community College of the Air Force*. October 1985