

Scott A. Griffis

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Summary

- 9 years of managing diverse, yet cohesive and purpose driven teams in fast-paced tech organizations.
- 15 years of success in increasingly key positions managing critical projects.
- Certified ScrumMaster (CSM) for Agile software development by Scrum Alliance.
- Proven track record of creating nimble, efficient departments by aggressive use of process improvement, logical problem solving and providing the style of management that each individual needs to flourish.

Experience

Operations Manager

Feb 2011 – July 2015

Equus Computers

- Directly supervised 30 employees in the assembly and software departments to build servers and desktops for Netflix, NASA and other organizations requiring complex and custom solutions.
- Increased yearly server output by 36% and desktop output by 13% in 2013. Additional increases through 2015.
- Increased units per hour of assembly team from 1.6 to 2.2 in 2013. Similar increases through 2015.
- Outperformed goal set by executive management for customer support calls per unit by 50%.
- Introduced cross-training to create more robust production team that can accommodate increases in demand as well as unexpected loss of employees.
- Evaluated each process of the production team to improve efficiency, increase quality, and find places where automation can be used.
- Worked with customers, program managers, engineers, and executive team to create daily schedule, plan long term capacity, and ensure customer requirements are met.
- Reviewed production and operating reports, resolved operational, manufacturing, and maintenance problems to ensure minimum costs and prevent operational delays.
- Researched and resolved technical issues necessary to carry out special orders and advise on feasibility of projects.
- Achieved lowest turnover of any department in the company nationwide.

President

June 2007 – Dec 2012

Platinum Ridge, Inc.

- Developed site that allowed employees to rate work experiences, view salaries and other perks across different companies and roles.
- Created articles of incorporation, bylaws, minutes, and all legal work necessary for corporate creation, maintenance, record keeping, and tax preparation.
- Designed, tested, managed, and promoted the website <http://www.cubecheck.com>

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Lead Engineer, Software Quality Assurance
Gateway/Acer

July 2004 – July 2009

- Led a team of eight engineers to qualify all software applications and image builds used on all systems shipped worldwide.
- Led daily conference calls with executive management and wide array of engineering management to outline all issues surrounding Vista integration and steps to resolve them.
- Personally oversaw factory production in China and Mexico to correct serious quality issues.
- Gave final approval on the software configuration of all systems before they were authorized to ship.
- Spearheaded effort to integrate automation and defect tracking tools into Gateway methodology.
- Made judgment calls to halt or continue production when issues were found. Gave factories instructions to resolve all issues and made sure systems shipped on time.
- Planned testing schedule and wrote all test scripts for Gateway engineers and third party factories.
- Assigned by vice president to team created to improve morale of overworked business unit.

Computer Consultant
Center for Independent Living

2003 – 2004

- Advised regional director on technical issues such as hardware purchases, security measures, available services, and the technology roadmap.
- Maintained network and computer systems for three office sites using Windows and Active Directory.
- Trained and assisted employees in use of software, including individual instruction and trouble-shooting.

Education

Bachelor of Science in Computer Science
Minor in Technology (engineering)
University of the Pacific – Stockton, California

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