

# Christopher C. Palmer

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## ~ Detail Oriented Maintenance and Personnel Manager ~

### CAREER SUMMARY

I have completed almost seven years as a Maintenance Supervisor and Special Projects Maintenance Manager in an industrial setting. I have worked at two separate locations leading people and directing maintenance processes, overcoming an array of daily challenges to ensure Production success. Previously, I provided leadership to managers for a fleet of aircraft and support vehicles. I mentored large groups of supervisors, leaders and managers in Human Resources, Labor Relations and Training for large groups of multi-skilled personnel. I am excited to bring my skills to a position where I can be challenged and challenge others as well.

### KEY STRENGTHS

- Safety Driven Supervisor
- Operation Management
- Motivated Team Leader
- Resource Manager
- Personnel Management
- Commitment to detail
- Conflict Resolution
- Process Improvement
- Adaptability/Flexibility

### EXPERIENCE/JOB HISTORY

Northwest Hardwoods

Feb 2018 – Jun 2021

#### Maintenance Supervisor

Centralia/Longview, WA

Managed daily responsibilities and tasking for 30 personnel ensuring success for 2 shifts of Sawmill/Sander production, Filing room team production, around-the-clock Kiln production, continuous Boiler safety and compliance, industrial Rolling Stock, Site Safety/Environmental/Security requirements and acquisition/storage for all site Maintenance and Operational parts & supplies needed by all departments and supervisors.

- Oversaw purchasing for entire site, reviewed & forwarded all requests from 8 different departments
- Managed a \$1M annual Operations and \$1.25M Maintenance annual spends & monthly budget goals
- Coordinated daily Site Security personnel requirements and local Surveillance camera system
- Supervised 15 Millwrights, 3 Electricians, 2 Oilers, 2 Truck Shop mechanics, 7 Filers and site Purchaser over 5 work schedules, 24/7 to ensure equipment readiness and guarantee Production success for the site
- Led projects, sourced parts & contractors to comply with site upkeep, annual inspections and certifications

Northwest Hardwoods

Jul 2014 - Feb 2018

#### Maintenance & Special Projects Manager/Site Purchaser

Longview, WA

Worked alongside of Maintenance Supervisor and other site supervisors to understand challenges and determine where best to help with daily Production goals and Maintenance challenges.

- Worked hand-in-hand with Maintenance Supervisor building electronic documents, personnel schedules, tracking forms, organizing parts and processes, identifying and overcoming repetitive breakdown issues
- Adapted/rebuilt usable Computerized Maintenance Management System (CMMS) for data input/retrieval

- Began training process and encouraged mindset to track parts and jobs, to monitor weekly/monthly/annual inspection and preventive maintenance requirements to better predict future needs and identify specific equipment reliability issues that could be overcome prior to breakdown and Production loss
- Adapted to all situations and filled in for Sawmill and Sander Production Supervisors during vacations
- Following business restructure, learned and juggled purchasing requirements for the site alongside normal maintenance responsibility - Trained purchaser from within to learn both maintenance/purchasing concepts
- Coordinated all Projects at site: planned, sourced labor from within or contractors - managed to completion

United States Air Force

1989 – 2014

**Assistant Superintendent of Aircraft Maintenance and Personnel**

McChord Field, WA

Provided daily oversight to aircraft management team for 26 aircraft valued at \$5.5 Billion. Oversaw training, conflict resolution, personnel evaluations, labor relations and work schedules. Monitored work performance, developed and implemented maintenance policies/procedures, investigated safety deficiencies/mishaps/injuries.

- Positively impacted Humanitarian mission success through immediate and selective team composition
- Raised quality statistics through constant distribution of key inspection data to all maintenance teams
- Clinched on-time employ performance evaluations by establishing clear deadlines and mentoring Supervisors and managers with multi-level requirements to avoid unnecessary redundancies

**Superintendent of Aircraft Maintenance Management**

McChord Field, WA

Led 27 Aircraft Managers guiding personnel over 3shifts/7days a week maintaining 27 aircraft. Ensured training, Presidential support, humanitarian and combat airlift around the world; tracked fleet health; managed maintenance issues to completion; minimized risk/enforced safety.

- Attained lowest deferred maintenance discrepancy rate in 9 years by guiding 27 aircraft managers with daily strategic maintenance planning and management, reducing backlog and boosting fleet health
- Bolstered world-wide airlift reliability rates through proper selection and dispatching of maintenance recovery team members, repairing and returning 39 aircraft to full capability status in 48 hours or less
- Eradicated repeat maintenance discrepancies by verifying proper training received and ensuring aircraft managers remained fully engaged with technicians through critical inspection and repair procedures

**Superintendent of Aircraft Support Activities**

McChord Field, WA

Oversaw 54 managers, supervisors and technicians in 5 key support roles. Ensured flight maintenance debrief and historical documentation for 54 aircraft. Managed 9 truck-mounted deicers, 4 high-lift maintenance trucks, 4 aircraft tow vehicles, fork lifts and 28 flight-line trucks/maintenance vans. Responsible for accountable issue and return of 140,000 tool kits yearly. Requisitioned tools, test equipment and aircraft equipment.

- Eliminated deicer damage at 6 units world-wide by compiling similar damage data and troubleshooting full equipment parameters, uncovering a modification oversight/instantly remedied by the manufacturer
- Achieved incredible Headquarter inspection results by energizing 54-member team to maintain focus and attention to detail with critical tool, test equipment and aircraft support inventory management
- Ensured environmental compliance for all hazardous materials from initial issue to final disposition

**Human Resources, Training & Labor Relations Manager** RAF Fairford/Welford/Croughton, UK/Pope AFB, NC

Provided Mentorship and Guidance to multiple levels concerning personnel issues with training, work requirements, adherence to standards, supervisory skills, education, relocation, human relations, financial goals, promotion opportunities and disciplinary actions for 5 different units at 4 separate locations over 6 years.

- Minimized employee relation issues by addressing harassment allegations, work complaints and team conflict immediately and resolved through counseling, mitigation or necessary discipline processes
- Provided critical 24/7 advice to Directors and Managers for units with 442 to 1,248 military, civilians and dependents on matters critical to military careers, family conflict, medical and legal challenges
- Motivated families to success through tremendous loss and times of grief through direct personal assistance and referral to helping organizations both in the Military and Civilian communities

**Aircraft Maintenance Manager**

Grand Forks AFB, ND

Responsible for all maintenance performed on 27 aircraft worth \$1.4 Billion. Developed long and short-term maintenance strategies to ensure health of fleet and unhindered airworthiness. Assigned priorities to meet daily flying/maintenance schedules. Resolved technical problems and interpreted guidance for 6 different work specialties. Coordinated with additional support activities for complex repairs, inspections and servicing tasks.

- Ensured vital supply assets by expediting \$2.1 Million in removed components for immediate overhaul
- Maintained 98.2 percent reliability generating 225 flights with 8 aircraft in an overseas environment

**Training Center Manager/Training Instructor**

Grand Forks AFB, ND

Mentored 9 instructors with training, qualifications and certification of over 650 aircraft maintenance technicians

- Produced quality maintainers by structuring classes/key briefs to establish safety mindset from day one
- Exceeded class syllabus by qualifying all students on all support vehicle safety/operational requirements

**EDUCATION, TRAINING AND ACCOMPLISHMENTS**

- AA in Applied Science, Aviation Maintenance Technology ~ Community College of the Air Force
- AA in Applied Science, Human Resource Management ~ Community College of the Air Force
- Completed 3 John Maxwell Seminars: Developing the Leader Within You, The 360 Leader, The 17 Essential Qualities of a Team Player and 5 in-depth, multi-week, supervisor/manager leadership courses
- Mil qualified/operator-instructor eqpt: Aircraft Deicers/Tow vehicles/4K-13K Forklifts/Bobcats/Buses
- Received 13 awards over 25-year military career for Leadership, Management and Maintenance skills
- Excellent written/verbal communication skills; proficient in Microsoft Word/Excel/PowerPoint/Outlook