

Millie Chang

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SUMMARY

Manufacturing operations leader with six years guiding frontline production teams across fast paced food and general manufacturing environments. Leads shift execution through **staffing plans**, **production priorities**, safety practices, quality checks, and performance reviews. Uses SAP production records and Microsoft Office reporting to connect daily results with labor needs, output trends, and operational decisions. Coaches hourly employees through training plans, performance discussions, and standard work improvements. Partners with maintenance, quality, and plant teams to resolve downtime, support **food safety** audits, and sustain reliable production flow. Continuous improvement work has focused on waste reduction, process consistency, team accountability, and practical problem solving. Collaborative leadership and hands on decision making support safe, dependable operations aligned with service and **cost objectives**.

EXPERIENCE

Production Supervisor, Manufacturing Operations March 2022 - Present
Prairie Harvest Snacks *Manhattan, KS*

Own daily execution across multiple food production lines, guiding frontline teams, staffing plans, **safety**, quality, reporting, and improvement work. Partner with maintenance, quality, and plant leaders to protect reliable flow and business performance.

- Aligned staffing, safety checks, **quality** reviews, and production priorities across multiple **manufacturing** lines.
- Coached hourly employees through training plans, performance discussions, and standard work improvements.
- Investigated downtime with maintenance and quality partners, restoring dependable production flow.
- Used **SAP** records and **Microsoft Office** reports to guide output and labor decisions.
- Supported **food safety** audits through documentation review, corrective actions, and employee engagement.
- Led waste reduction efforts that improved process consistency and strengthened team accountability.

Production Team Lead, Shift Operations June 2020 - February 2022
Heartland Manufacturing Group *Wichita, KS*

Coordinated shift **operations** for manufacturing operators in a fast paced environment, supporting supervisors with labor planning, safety routines, quality checks, training, and accurate performance records.

- Coordinated **shift activities** for operators while maintaining **production priorities** and workplace standards.
- Supported safety observations, quality checks, and production reporting during daily **manufacturing operations**.
- Assisted supervisors with labor planning and performance reviews for smoother shift execution.
- Trained new operators on procedures, equipment practices, and workplace expectations.
- Identified process issues and communicated practical solutions with plant support teams.
- Maintained accurate records that supported operational goals and daily **decision making**.

PROJECTS

Production Flow Improvement 📅 2024
Mapped recurring downtime patterns with maintenance and quality partners, then supported practical changes that improved process consistency and reduced waste.

Food Safety Audit Readiness 📅 2023
Organized documentation reviews and employee engagement activities that supported corrective actions and stronger preparation for food safety audits.

LEADERSHIP & AWARDS

- Frontline Coaching Recognition, Prairie Harvest Snacks, 2024
- Continuous Improvement Contribution Recognition, Prairie Harvest Snacks, 2023

EDUCATION

Bachelor's Degree in Operations Management 2020
Kansas State University GPA: 0 *Manhattan, KS*
Coursework: Manufacturing systems, operations planning, quality management, process improvement

CERTIFICATIONS

- OSHA 30 Hour General Industry Certification 📅 2023

- Food Safety Training 📅 2023

TECHNICAL SKILLS

- **Manufacturing Systems:** SAP, production records, standard work
- **Microsoft Office:** Excel, Word, PowerPoint
- **Food Safety:** audit support, corrective actions, documentation review
- **Quality Operations:** quality checks, quality systems, process consistency
- **Safety Management:** OSHA 30, safety observations, workplace standards
- **Continuous Improvement:** Lean practices, waste reduction, workflow improvement
- **Production Planning:** staffing plans, labor planning, production priorities
- **Performance Reporting:** output reporting, labor reporting, operational trends
- **Team Development:** operator training, coaching plans, performance discussions
- **Plant Collaboration:** maintenance coordination, quality partnership, plant support

SKILLS

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|----------------------------|--------------------|-----------------------|-------------------|
| • Manufacturing Operations | • SAP | • Safety Improvement | • Decision Making |
| • Production Leadership | • Microsoft Office | • Quality Systems | • Staffing Plans |
| • Food Safety | • Lean Practices | • Production Planning | • Cost Objectives |
| • Continuous Improvement | • Team Coaching | • Problem Solving | |

PROFESSIONAL AFFILIATIONS

- Food manufacturing operations community participant
- Kansas State University operations management alumni network

LANGUAGES

- English (Native)
- Mandarin Chinese (Intermediate)

ADDITIONAL INFORMATION

Work Status : Authorized to work in United States. No sponsorship required.

REFERENCES

AVAILABLE ON REQUEST