



Millie Chang

Production Supervisor, Manufacturing Operations

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STRENGTHS

- 👥 **Frontline coaching**
Coached hourly employees through performance discussions and training plans, and became a trusted resource during difficult shifts.
- ♥️ **Production decisions**
Used SAP records and daily reports to clarify labor needs and production priorities when operating conditions changed.
- 🔧 **Cross functional support**
Worked with maintenance and quality teams on downtime issues. Shared facts first, then helped move repairs forward.
- 🚩 **Food safety focus**
Supported audit preparation through documentation review and employee engagement, giving teams clearer ownership of corrective actions.
- ✍️ **Continuous improvement**
Focused improvement work on waste and consistency. Small workflow changes made daily execution steadier for operators.

SKILLS

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

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

Prairie Harvest Snacks 📅 March 2022 - Present 📍 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

Heartland Manufacturing Group 📅 June 2020 - February 2022 📍 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

LANGUAGES

English Native

Mandarin Chinese Intermediate

MY CAREER



- Production Supervisor, Manufacturing Operations at Prairie Harvest Snacks (4.5 Years)
- Production Team Lead, Shift Operations at Heartland Manufacturing Group (1.7 Years)

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

Kansas State University 🎓 GPA: 0 📅 2020 📍 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

PROFESSIONAL AFFILIATIONS

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

ADDITIONAL INFORMATION

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

REFERENCES

AVAILABLE ON REQUEST