

MARK SMITH

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STRATEGIC AND ACCOMPLISHED BI-LINGUAL OPERATIONS LEADER

Transformational leader who consistently delivers significant impact on growth, translating expertise and understanding of people, processes, and systems into bottom-line results. Driven to focus on vision, mission, and strategy and inspired by continuously improving processes and daily operations.

CERTIFICATIONS

Industry Specific

- Hazard Analysis and Critical Control Points (HACCP)
- Hazard Analysis and Risk-Based Prevention Controls (HARPC)
- (FSPCA) Preventive Controls for Human Food
- (FSPCA) Preventive Controls Certified Individual (PCQI)
- DOT Hazardous Material Transportation
- DOT Hazmat Transportation Security Awareness
- OSHA 10

Management

- Lean Six Sigma Black Belt
- Lean Management
- Project Management Essentials
- Project Management 101
- Mastering Sales Skills
- Leadership Skills For Managers
- Procurement Manager

KEY SKILLS

- Budget Management
- Business Analytics
- Audit and Quality Assurance
- Inventory Management
- Operations Management
- Strategic Planning
- Project Management
- ISO Standards
- Profit and Loss Management
- Supply Chain
- Analytical Problem Solver
- Key Performance Indicators (KPI)

PROFESSIONAL EXPERIENCE

ABC Fruit Company

TERMINAL PORT OPERATIONS MANAGER – Palmetto, FL (2016–Current)

- ☑ Business Leadership
 - Leading, developing and engaging a team of 8 supervisors and 100+ employees, with responsibilities that include:
 - planning, assigning and directing work;
 - reviewing work forecasts to deliver productivity plans that determine productivity requirements to balance labor;
 - authoring performance appraisals and reviewing with employees;
 - addressing employee performance, including drafting and delivering corrective action plans;
 - employee motivation and rewards; mentoring, training and developing.
- ☑ Operations Management
 - Successfully reduced operation time by 30% for discharge/load of vessels and reduced operation costs by 40%.
 - while leading the safe, effective, efficient and profitable production operation of the facility by managing all inbound operations and outbound operations to meet customer time, accuracy, quality expectations and throughput commitments.
 - Oversee coordination and distribution of all fruit products to maximize efficiency of port terminal space, expedition of loading/unloading vessels while maintaining the best possible profit margins.
 - Liaise with Corporate office personnel, vessel staff, government agencies, union executives and team members.
- ☑ Financial/Budget
 - Accountable for budget management, warehouse inventory control, truck loading and all quality control as it relates to discharge/load.
 - Accomplish financial objectives by forecasting requirements, preparing an annual budget, scheduling expenditures, analyzing variances, and initiating corrective actions.

- Lead a team of 8 supervisors and 100+ employees
- Reduced operation time by 30%
- Reduced operation cost by 40%

ABC Fruit Company, South America

PORT OPERATIONS MANAGER – Guatemala City, Guatemala (2009–2016)

- ☑ Business Leadership
 - Direct supervision of 8 supervisors and 80+ employees.
 - Developed and delivered on business plans to meet port terminal commitments.
- ☑ Operations Management
 - Reduced operation time for discharge/load of vessels by 20%
 - Directed activities for all Inbound/Southbound proprietary and commercial cargo and proprietary equipment
 - Maintained the quality control of the fruit load to all vessels
 - Monitored transport of materials through terminals to ensure safety and compliance
- ☑ Financial/Budget
 - Responsible for budget management and fruit inventory control

- Lead a team of 8 supervisors and 80+ employees
- Reduced operation time by 20%

FARM MANAGER – Guatemala City, Guatemala (2006–2009)

- ☑ Business Leadership
 - Direct supervision of 15 supervisors and 400+ employees
- ☑ Operations Management
 - Increased 30% of the Conversion Factor of a Bunch/Box
 - Increased the total amount of Boxes/Acre by 20%
 - Responsible for managing farm operations, packing shed and agricultural engineering functions
 - Implemented an effective weed control program
 - Proficiently managed a variety of agricultural issues and supervised farm laborers
 - Effectively dealt with implementation of water conservation plan
 - Managed technical functions and successfully implemented agricultural processing techniques in farms
 - GAP certified

- Lead a team of 15 supervisors and 400+ employees
- Increased Bunch/Box Conversion Factor by 30%
- Increased Boxes/Acre by 20%

EARLY CAREER HIGHLIGHTS

- ☑ Implemented an Environmental Management System certification with SA 8000, Environmental Standard Better Bana Project and EUREPGAP
- ☑ Increased the total amount of bananas Boxes/Acre by 25%
- ☑ Planned, implemented and directed safety programs for people of low economic resources
- ☑ Designed irrigation and self-maintain alimentary programs for low-income families
- ☑ Directed the process of recovering plantations post-Hurricane Iris
- ☑ Designed and directed the process to implement an Environmental Management System certified with ISO 14001
- ☑ Oversaw all Industrial Security and Occupational Health safety programs
- ☑ Lead auditor implementing an Environmental Management System certified by ISO 14001
- ☑ Served as lead auditor for all internal and external audits

EDUCATION

Master of Business Administration and Finance
Galileo University - Guatemala City, Guatemala

Bachelor in Agricultural Engineering in Production Systems
San Carlos of Guatemala University - Guatemala City, Guatemala

LANGUAGES

Spanish – Native

English - Fluent