

RYAN J. BALLAGH

2616 E Redbud Dr. Loveland, Colorado 80538
Phone: 970.599.1373 • rballagh@gmail.com

PROFESSIONAL PROFILE

Industrial Engineer with a strong record of success in management and process improvement in large and small operations seeks career opportunity in operations management that will utilize my skills and offer new and challenging opportunities.

- Creative problem solver with a results driven approach using data analysis as a key component to solutions.
- Heavily focused in the areas of safety, quality, and productivity metric development and analysis.
- Strong leader with effective, respectful, and professional communication skills with team, partners, and clients.
- Change management experience with multiple companies and industries.
- 10+ years of operations consulting and complex project management for multiple companies.

RELEVANT SKILLS

Leadership and Communication

- Led the development of methods and product reports to support Kaizen, Six Sigma, and lean operations at client operations. Worked closely with clients to accurately interpret the results for a true cost / benefit. *(3-POINT)*
- Led client beta team meetings, provided training of software and methods and procedures at all levels of client companies from technicians to executives. *(3-POINT Technologies 7/02 to present)*
- Provided weekly training to managers throughout the 14 states on methods and procedures, initiatives, and company KPI calculations. *(Qwest/US West 1/99-10/00)*
- Worked directly with Operations Vice Presidents and frequently gave presentations and briefings to the executive leadership team. *(Qwest/US West 11/97-1/99)*
- Presented executive team with a phased approach for implementing processes and technology. *(Independent Consultant to Mobile Gas 11/00 to 02/01)*

Project Management

- Managed within a \$10M budget multiple projects and initiatives throughout the 14 state region – including development and implementation of a union Pay-for-Performance program. *(Qwest/US West 6/96-10/00)*
- PFP program increased productivity of US WEST field technicians by 11.5% and quality by 8% saving the company \$9.3M annually in direct expense with estimated indirect savings of \$15-18M (estimates provided by Finance group June 2000). *(Qwest/US West 6/96-10/00)*
- Worked with multiple departments and executive leadership to ensure predictable results on each project. *(Qwest/US West 6/96-10/00)*
- Developed project plans with time-lines and managed all requirements gathering, development, implementation, and training for all clients for custom business intelligence software. Most project life-cycles were 60 days or less including training of technicians and management. *(3-POINT 7/02 to present)*
- Managed special projects and initiatives for clients at their request. *(3-POINT 7/02 to present)*

People Management

- Managed a staff of engineers, statisticians, analysts, and data technicians at US WEST / Qwest
- Supervised and coached 18-20 technicians in 24/7 centers in Minnesota and Colorado concurrently.
- Worked directly with Operations Vice Presidents and frequently gave presentations and briefings to the executive leadership team.
- Actively involved in 1998 US WEST / CWA contract bargaining.

Technical / Analytical

- *Data Analysis* – extensive experience in data mining, mapping, correlation, and statistical analysis using data from multiple sources including relational dbs, flat files, and large data repositories. Proficient with a multitude of tools aiding in analysis including: PERL (great for flat files, pattern recognition, and REGEX expression methodologies), SQL, SPLUS, SAS, R, PHP, Talend (open source). Developed all logic for 3-POINT Business Intelligence solutions, including multiple implementations of business rules that required complex waterfall logic due to poor or missing client data. Used statistical process control (SPC) and various other methodologies for root cause analysis.
- *Solution Design* – Led solution design for all BI products based on client requirements. Developed unique and creative ways to use client data to provide meaningful and informative reports. Provided process improvement for both client operations and internal data processing to increase both efficiency and quality. Continued to lead solutions throughout the product lifecycle from conception, prototyping, production, and support.

EDUCATION

May 1996 **Bachelor of Science, Industrial & Management Engineering
Engineering Emphasis in Manufacturing**
Montana State University, Bozeman, Montana
Relevant Courses: Total Quality Management (ISO 9000, SPC, ANOVA, DOE), Engineering Statistics, Manufacturing Processes, Operations Research, Computer Integrated Manufacturing, Advanced Computer Numeric Control (Independent Project), Advanced Engineering Composites, Production Methods & Design, Process Modeling & Simulation, Electrical Circuit Design

Passed FE/EIT exam

EMPLOYMENT HISTORY

July 2002 - **3-POINT Technologies, Inc., Evergreen, Colorado** (www.3ptt.com)
Current *Vice President Research & Development / Implementation:* Co-founder of 3-POINT Technologies, Inc., which provides consulting and business intelligence (BI) solutions to field service companies establishing cross-industry metrics and reporting; involved in all phases of product development and implementation from initial sales through support and maintenance.

Feb 2001 - **Eyeris, Inc., Denver, Colorado**
July 2002 *Implementation Manager* which included product development and implementation for a web-based Business Intelligence service; and also acted as the single point of contact for clients who were primarily in the utilities and telecom industries.

Nov 2000 - **Mobile Gas, Mobile, Alabama**
Feb 2001 *Independent Consultant* that focused on quality and productivity improvements with emphasis on business processes, systems, and employee incentives in 9 functional organizations within Mobile Gas.

Jan 1999 - **Qwest / US WEST Communications, Denver, Colorado**
Oct 2000 *Senior Business Analyst, Operations Effectiveness Division:* team lead responsible for integrating company systems and processes including Pay for Performance, and automated technician dispatch system.

Nov 1997 - **Qwest / US WEST Communications, Littleton, Colorado**
Jan 1999 *Process Manager, Network Staff :* developed and implemented the telecommunication industry's first "pay-for-performance" program for approximately 8000 field technicians; involved in 1998 U S WEST / CWA contract bargaining regarding the new program.

June 1996 - **Qwest / US WEST, Littleton, Colorado**
Nov 1997 *Supervisor / Technical Support - Network Management Center:* supervised a team of 18-20 technicians in Colorado and Minnesota in 24/7 Network Management Centers, and was the Single Point of Contact responsible for coordinating outage resolution, rerouting network traffic, etc.

ACCOMPLISHMENTS

-
- Designed and implemented the first technician pay for performance program of its kind in the telecommunications industry 1998 -2000
 - Actively involved in US WEST / CWA contract negotiations – 1998
 - 1998 President's Club Honoree - US WEST Communications (top 1% of operations recognized for performance)
 - Selected for the Front Line Service Performance Team in Phoenix - 1997 (cross-functional team to improve service and delivery)
 - Guest speaker at the Telcordia Network Surveillance & Controls conference (San Francisco) – Impact of Internet Traffic on Local Networks – 1997
 - Increased productivity of US WEST field technicians by 11.5% and quality by 8% saving the company \$9.3M annually in direct expense with estimated indirect savings of \$15-18M (estimates provided by Finance group June 2000).
 - PRCA Mountain States Circuit Finals qualifier 2001
 - Guest speaker at the American Gas Association Benchmarking Conference May, 2009 Pittsburgh, PA

References available upon request