

Joe Pearson

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Career Objective

To implement Lean Six Sigma practices at strategic levels causing sustainable value by using my talent and experience.

Professional Experience

1988 –
Current

Seagate Technologies

Certified Six Sigma Black Belt & Lean Master – Currently managing Global IT and Transactional process improvement projects, teaching Black/Green Belt classes and acting consultant for Theory Of Constraints facilitation

- Completed 10 corporate-level Black Belt projects and 2 Lean projects within IT organization
- Published Article: LEAN Tool Spotlight-48 hour study

Manager, Global Application Support – Worked across departments and international borders creating strategic, innovative changes to Seagate's global customer support processes and services

- Researched, established, organized and implemented the company's Global Customer Application Support department
- Established and managed new IT Software Testing group
- Consolidated second tier support for 64 different applications from six IT departments into one group
- Reduced second tier support call volume by 65% in less than 2 years saving an average of 5,000 man-hours per year in operational costs

Program Manager – Implemented the first customer-facing engineering system - a secure, browser-based distributed document management system for customer documentation

- Served as primary vendor contact and manager
- Created security and access policies as well as managed licensing and ongoing user support
- Reduced cost and time of product qualifications
- Nominated for the global Team Seagate award as a significant contributor to Sales & Marketing

Technical Writer – Organized and implemented innovative new way customer data was collected and reported over intranet

- Reduced lead time of monthly QA reporting from 1 week to 1 hour

Production Master Scheduler – Created automated scheduling and global inventory management system that lead to significant improvements in customer response and inventory reduction

Manager, Quality Incoming Inspection – Changed processes to implement standards, collect and report statistical information, and hold vendors accountable for quality manufacturing techniques

Education

2000
1979

Master of Science - Telecommunications Management
Bachelor of Arts - Mass Communications

Oklahoma State University
Oklahoma Christian College

Certifications / Associations

May 2007

Lean Master

April 2005

Six Sigma Black Belt - Transactional

August 2002

Six Sigma Black Belt - Operational

Since 2006

IT-SMF Member

Since 2005

Toastmasters International Member (President 2006 – 2007)

Personal Achievements

- Girl Scout leader (one of two male leaders in the state of Oklahoma) for 10 years of 5 different troops with a total membership of close to 100 girls
- Designed and built a split-ring telescope which was published in "Sky & Telescope" magazine (March 1986) and "Telescope Making" magazine (TM28)
- Brokered, installed and operated Oklahoma Christian College's first multi-track recording studio