

Tulon "Conrad" McRight

10306 Essex Drive SW, Huntsville, AL 35803 • 1-256-883-1717 • 1-256-339-3253 • tulonmcright@comcast.net

Senior Management Executive & Engineering Professional

Expertise in product design, development, manufacturing, and support within diverse Commercial and Department of Defense markets.

Hands-on engineering leader with solid understanding of product design development, manufacturing, and program management. More than twenty years experience working in system engineering, managing suppliers, design strategies, and project launch. Strong analytical, organizational, and creative skills; extensive understanding of technology and corporate quality processes. Known as an inspirational leader and mentor. Broad experience in generating team consensus to work together and resolve concerns, balancing tradeoffs and communicating effectively at all levels. **BSEE degree.** Area of expertise includes:

Program / Engineering Leadership
Project Finances / Budgets / P&L
Supply Chain Management
Cost Containment / Reduction

Research & Analysis
Life Cycle Management
Project Administration
Customer Relationship
Management

Technical & Commercial Proposals
Product Development Cycle – R&D
Planning, Forecasting, and Scheduling
Quality Assurance / Improvement

Performance Indicators

- Developed improvements in work methods using engineering strategies/methodologies to collect, analyze, and summarize data to improve workflow and increase return on investment (ROI).
- Demonstrated expertise in negotiating and communicating effectively with vendors, distributors, and clients to optimize resources across diverse projects and industries.
- Delivered results in areas of process improvements and capacity utilization- focused on customer retention, cost reduction, revenue generation by maximizing efficiency of equipment and personnel.
- Recognized by management throughout career for demonstrated leadership skills resulted in expanding responsibility with rapid and or frequent promotions.
- Demonstrated ability to adapt and lead in any business or technological field including areas with little or no experience.
- Recognized for leading by example creating an environment of trust through honesty, respect, openness, and fairness.
- Proven ability to develop and manage customer relationships. Resulted in strong customer loyalty and follow-on business.

EXPERIENCE

Intergraph / ZI Imaging Corporation
Worldwide Support Manager

November 2007 to February 2010
Madison, AL

Direct day-to-day operational activities and overall performance of the worldwide customer support service department. Team consisted of 35 individuals with disciplines of electrical engineers and technicians, photogrammetrist, Geospatial Information System (GIS) engineers, software development and application engineers. Provided leadership in resolving technical and customer issues and directing activities in the regional depot centers located in Denver, Huntsville, Germany, Japan and China. Monitored parts reliability and chaired meeting to resolve reliability issue with the engineering and manufacturing groups.

- Revitalized Service department to meet the corporate goal to be the top service organization within the Geospatial Information System market. Assessed all staff and determined skill levels and core competencies; matched competencies with projects to achieve overall increased corporate support service quality.
- Recognized by management for demonstrated leadership as the America's Support Manager in resolving customer issues and product reliability issues. Resulted in expanding responsibility and promotion to Worldwide Support Manager.
- Initiated and led the integration of customer support functions into Intergraph's Customer Relationship Management System (Siebel) resulted in improved customer communication and support response time.
- Initiated and led the integration of ZI Imaging Customer support tools into Intergraph's Customer Relationship Management System (Siebel) resulted in improved customer communication, issues tracking and support response time. Resulted in the first ever improvement in customer satisfaction of 10% or more.

- Coordinated the creation of a service training and refresher program for worldwide support. Resulted in increased knowledge sharing and hands on exercises to improve service team professionalism and performance.

SPARTA (DaimlerChrysler)

January 1999 to November 2007

Directorate Manager

Huntsville, AL

Coordinated activities and resources necessary to design, develop, and implement cost-effective processes and equipment. Supervised multi-disciplined engineering department in diverse development projects. Responsible for project timelines, budgets, personnel, and quality metrics. Provided full product/process life cycle management from design to development and launch/production.

- Recognized by Senior Vice President for demonstrated business development and technical leadership skills. Resulted in expanding responsibility and promotion to Directorate Manager supervising 14 on-site Sparta personnel.
- Developed relationship with customer by creating an environment of trust through honesty, respect, openness, and fairness. Resulted in serving as a senior manager within their organization leading and supervising customer staff (20 professional and skill trades personnel), plus leading a portion of their business development activities throughout North America.
- Met extremely aggressive time schedule to design, engineer, and manufacture of multiple quality tester products for the automobile and heavy truck assembly plant operations. With a team of 25+ and numerous diverse vendors, the tools were successfully manufactured, accepted and integrated approximately in facilities on or before deadline. Resulted in \$12M+ in revenue.
- Led product analysis of available 3D Drafting design and modeling computer software. Implemented Solidworks software products with finite element analysis capability to minimize time from design to manufacturing.
- Reduced average cost of manufacturing processes through design of simple manufacturing systems including work station design and quality tools and equipment, and material handling.

Scientific Utilization Inc.

May 1996 to December 1998

Director of Engineering

Huntsville, AL

Managed and directed engineering department activities including manufacturing engineering, process engineering, plant functions, and quality control.

- Developed relationship with CEO and COO through frank discussions creating an environment of trust, and respect. Resulted in being promoted from Project Engineer to Director of Engineering.
- Managed a team of 18 employees that established team maturity and scientific processes during the development of high voltage pulsed power waste water treatment system. Resulted in generating proper test planning and data analysis to determine product future.
- Experience in High Voltage Pulsed Power, Programmable Logic Controller, FDA approved sensors and manufacturing processes, Chemical Processes, piping, storage tank, chemical injectors and mixers, pump specification, corrosion control, sensor feedback loops and foreign system certification requirements.

SPARTA Inc

May 1993 to May 1996

Project Engineer

Huntsville, AL

Lead engineering support team in the reverse engineering of a Soviet Air Defense System to identify critical components and necessary modifications for reuse as a ballistic missile target.

- Joined Sparta and quickly recognized by management for demonstrated technical and management leadership. Resulted in expanding responsibility and promoted to Lead System Engineer in a \$2.7M in revenue
- Developed a Program Management "Pert Chart" that covered 8 x 27 foot wall, providing detail schedule and resource requirements. Resulted in valuable tool to support impromptu status meeting with management and customers.
- Responsible for directing and performing engineering analysis and leading the designs and development of the Missile fire controls, flight telemetry system, Flight Termination systems and entire system command and control interfaces.
- Provided leadership in investigating solid and liquid fuels for foreign missile. Resulted in solving transportation, handling and range safety issues.
- Developed thorough knowledge and understanding of missile data acquisition system, Inertial Navigation System, Flight Termination, Flight range safety, Structural Design, and weights and balances.

EDUCATION

University of Alabama

BSEE Classical Electrical Engineering

Tuscaloosa, AL.

