

# AUGUSTUS “BUZZ” BUZBY

51 English Lane, Egg Harbor Township, NJ 08234 | 609.432.9160 | abuzby9@outlook.com

## PRODUCTION AND SERVICE MANAGER

Highly effective Production and Service Manager with 30+ years of experience across various roles within the Marine Industry utilizing electronics and equipment expertise to implement industry best practices to enhance productivity while addressing customer needs. Offering an array of skills in creatively resolving complex issues, production improvement, business development, staff management, talent development, hands-on leadership, cost effective budgeting, client engagement and business acumen.

Proven ability to drive quality and service improvements to foster loyal, satisfied customers. Adept at streamlining processes and systems throughout diverse teams to achieve outstanding results. Notable accomplishments include managing teams of over 30 employees, directing a production team to achieve deliveries of Viking Custom Yachts – the leader in the industry of Custom Sport Fishing Yachts – and collaborating directly with managers, vendors, customers and several divisions of Yacht Production, Engineering, R&D and Service from development to delivery. Track record of success executing numerous simultaneous priorities.

### SUMMARY OF QUALIFICATIONS

- *Project Lifecycle Execution*
- *Performance Improvement*
- *Quality Assurance*
- *Customer Service Management*
- *Cross-Functional Collaboration*
- *Fostering Positive Atmosphere*
- *Leading Highly Productive Teams*
- *Strategic New Product Implementations*
- *Optimizing Operational Efficiency*
- *Project Planning & Development*
- *Human Resources Management*
- *Problem Solving & Risk Management*
- *Employee Relations*
- *Maximizing Resources*
- *Vendor Sourcing*
- *Fostering Key Relationships*
- *Process Improvement*
- *Documentation & Reporting*

### PROFESSIONAL EXPERIENCE

#### SERVICE MANAGER 2021

2020 -

##### Canyon Club Marina, Cape May, NJ

- *Oversaw daily operations to **ensure quality customer service and consistently strong performance.***
- ***Improve**, organized and updated weekly schedules.*
- *Reported to owner and GM of weekly operations.*
- ***Increased profitability** by 10 to 12 percent first year.*
- *Ran electronics department, Sales, Service and technical support.*

#### ASSISTANT SERVICE MANAGER 2020

2019 -

##### Canyon Club Marina, Cape May, NJ

- ***Improved communications** with customers and service crew.*
- ***Implemented** proper warranty process of vendors for reimbursement of labor*
- *Assisted with the Service Manager.*
- ***Developed and managed service dept server** of customer and boat information.*

#### PRODUCTION MANAGER Doll America

2019

Planned, organized and controlled work group to consistently meet production schedules.

- *Improved methods and processes to **improve productivity, reduce cost and enhance quality.***
- *Implemented new painting process that cut the painting time in half.*
- *Ensured flow of materials to meet production needs, helping to **streamline operations and maximize sales.***
- *Identified and delivered proper equipment and tools for workforce to complete tasks.*

- Analyzed ordering process for materials and initiated ordering from local vendor that **delivered better results**.
- Demonstrated understanding of bottlenecks that limit production and drove necessary corrective actions.
- **Achieved significantly better morale** with the team in a short amount of time.

#### **PRODUCTION MANAGER | SERVICE MANAGER**

**2003 – 2018**

##### **Atlantic Marine Electronics, Viking Yachts, Bass River, NJ**

Worked with sales to manage all details regarding the sale of the job. Completed all required safety training programs.

- Established position requirements, schedules and production team processes to achieve production deadlines.
- Standardized production procedures, job roles and quality assurance guidelines.
- Investigated and implemented ideas for quality improvement to **increase productivity and cost reduction**.
- Maintained and communicated accurate daily productivity and shipment reports for all departments.
- Recommended and **executed quality improvements for production and product quality**.
- Defined manufacturing performance standards and reviewed outcomes to set future performance targets.
- Drove profitability by improving quality and reducing delivery costs via effective communication and leadership.
- Addressed personnel issues effectively and **minimized equipment downtime to improve results**.
- Developed plant operations staff to exceed expectations, managed product quality to ensure policy and systems compliance as well as implemented quality and efficiency measures to achieve aggressive production goals.
- Maintained and implemented up-to-date knowledge on **technology and plant management best practices**.
- Ensured timely delivery of all yachts to meet strict deadlines, including meeting 73 yacht deadlines last year.
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#### **OWNER | MARINE ELECTRONICS INSTALLER | CARPENTRY | SALES**

**2000 – 2003**

##### **Buzzards Marine Electronics**

Worked directly with management, customers and vendors while overseeing all day-to-day operations.

- Sold and installed electronics and serviced all jobs while also scheduling installs and custom carpentry.
- Developed new process for employee evaluation which resulted in **marked performance improvements**.

#### **MARINE ELECTRONICS INSTALLER | CARPENTRY**

**1998 – 2000**

##### **High Seas Marine Electronics, Ft. Lauderdale, FL**

Collaborated with all departments of production to sustain efficient operations.

- **Enhanced performance across all areas** to exceed deadlines with HMY Yacht Sales, company's largest account.
- Evaluated staff performance and improved process efficiency to **significantly strengthen revenue potential**.

#### **MARINE ELECTRONICS INSTALLER**

**1995 – 1998**

##### **Avalon Marine Electronics, West Palm Beach, FL**

Responsible for creative install design for prominent HMY Yacht Broker.

- Performed initial **client assessment and analysis** to begin research process.
- Supported Chief Operating Officer with daily operational function.

#### **OWNER | MANAGER**

**1994 – 2000**

##### **Holiday Snack Bar, Long Beach Island, NJ**

Owner of a successful seasonal 50-seat restaurant for six summers.

- Oversaw daily operations to **ensure quality customer service and consistently strong performance**.
- Managed a 20-person staff through effective employee management and development techniques.

#### **MARINE ELECTRONICS INSTALLER | CARPENTRY**

**1982 – 1993**

##### **L & L Marine Electronics, Ocean City, MD**

Served in a variety of roles to help support performance and improve customer satisfaction.

- **Executed all aspects of installing and servicing marine electronics**.
- Obtained all service certifications required.

**BUSINESS**

**EDUCATION**

Burlington County Community College *(One Year)*

**LIBERAL ARTS**

Delaware Technical College *(Two Years)*