

Millicent A. Hollingsworth
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PROFESSIONAL SUMMARY

- 15 plus years of experience in food and beverage manufacturing.
- 10 years management experience of teams ranging from 10 to 30 employees
- 10 years of experience managing budgets of \$1M to \$300M
- 8 years of experience developing and implementing leadership and management training

EDUCATION

- PhD, Leadership & Management, 2017
Argosy University, Nashville, TN. (ABD)
- MBA, Finance, 2006
Keller Graduate School of Management, Tinley Park, IL
- B.S., Food Science & Human Nutrition, 2001
University of Illinois, Urbana-Champaign, IL
- A.A.S., Computer Engineering, 1998
Parkland College, Champaign, IL

CAREER ACCOMPLISHMENTS

- AAS, BS and MBA Degrees D.B.A in process
- Hazard Analysis Critical Control Points (HACCP) certified
- CFR 21 management
- SQF Level III certified
- Managed teams from 10 to 30 employees
- Managed budgets from \$1M to \$500M
- Successful Team Develop through creating efficient training curriculums and SOPs
- Successfully delivered \$10.5M in savings through process improvement and design
- Lean Six Sigma Certified- Black Belt (Memphis Quality Institute)

PROFESSIONAL EXPERIENCE

Packaging Supervisor

Blues City Brewery, Memphis, TN

6/2016-present

- To oversee the start-up operations and completion of assigned production lines
- Ensure safety procedures are followed by adherence to company policies
- Ensure front line quality check compliance to meet company standards
- Recommend measures to maintain safe operations, improve production methods, equipment performance and use it to increase operating equipment efficiency (OEE), quality and safety of the department or work crew
- Study production schedule to ascertain type and quality of product, containers to be used, codes, package number, planning sequence of production and other packaging requirements
- Compose weekly staffing schedule based on production requirements to ensure efficient operations and minimal overtime
- Suggest and implement plans to motivate workers to achieve work goals
- Analyze and resolve work problems or assist workers in solving work problems
- Initiate personnel actions, such as performance evaluations, and disciplinary measures
- Facilitate daily debriefs with the packaging staff
- Check and approve hours worked for hourly employees on the lines
- Ensure compliance with internal federal, state, and local guidelines and regulations including GMP, HACCP, OSHA, and FDA

Process Team Advisor

ConAgra Foods, Memphis, TN

3/2013-5/2015

- Performed monthly facility audits to ensure federal and state compliance, established a timeline to correct any deficiencies, and maintained detailed records

- Collaborated with the Quality Manager to get the plan approved on the plant and corporate level.
- Implemented a train the trainer program, using technology training different facilities through webinars, and engaging the local team through participative methods in creating the training
- Manage departmental end-to-end production plan (raw materials to finished products) including project prioritization, resource allocation and scheduling, and implementation
- Maintained production data and report on key metrics
- Served as certified first responder, as well as promote and maintain safety culture through audits, toolbox meetings, and accident investigations
- Developed and implement standard operating and working procedures to eliminate process inefficiencies and adherence to quality standards
- Managed employee relations including the submission and resolution of grievances
- Facilitator over the development of COA's for quality control
- SQF level III Certified
- Infinity Super User

Process Supervisor/Interim Department Manager

Bunge Oils, Chattanooga, TN

2/2008-2/2013

- Responsible for \$10 million production budget a week, and rework reduction to maintain operating cost
- Instituted best practices for first-in-first-out management of ingredients, and raw materials adhering to industry standards and regulatory requirements
- Developed and implemented the plant's mission and aligned that mission with the organization's overall mission
- Helped to develop, and implement the creation, and manufacture of new specialty products through collaboration with quality control
- Develop and implement standard operating and working procedures to eliminate process inefficiencies and adherence to quality standards
- Improved safety, first pass quality, and OEE, through employee engagement, motivation, and training.
- Developed departmental budgets, forecasted product needs, approved expenditures, including labor, prepared weekly reports for weekly corporate webinar, presented the information in a visual easy to understand manner
- Established performance reviews for staff and used 360° coaching to develop, motivate, and train also a metric to make sure facility targets were met

Production Supervisor

ACH Food Companies, Inc., Champaign, IL

1/2006-1/2008

- Managed work schedules and assigned projects of 15-person production team responsible for generating ten million pounds of product per week
- Managed quality control to ensure products met customer specifications
- Supervised inbound/outbound processes, and coordinated material sampling and lab analysis
- Conducted safety audits and accident investigations

Quality Control Specialist

Absopure Water Co., Champaign, IL

9/2003-9/2006

- Supervised 15 to 20 employee's production and ensured all goals were met
- Performed HACCP validation, and ensured compliance with government regulations
- Tested incoming raw materials and approved them for production
- Went to the Spring water site, verified its authenticity, tested on location according to federal and state regulations
- Kept detailed records of quality testing, and spring site testing

Food Technologist

Krispy Kreme Doughnut Corp., Effingham, IL

1/2002-9/2003

- Tested incoming raw ingredients and approved for plant use (pH, moisture, farinograph, & LECO)
- Tested batches of product and approved for shipment to stores
- Supervised 10 to 20 employees conducting product bench trials
- Coordinated with production team on batching and raw material issues

Quality Control - Rapids Class III

Kraft Foods, Inc., Champaign, IL

9/1999-1/2002

- Supervised team of 5 quality control employees
- Maintained and ensured the quality of cheese and other products
- Tested the acidity, density, fat content, salt content and viscosity levels
- Collaborated with the research and development team to determine product formulas and ingredient usage