

# RYAN RHOTEN

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## EXECUTIVE SUMMARY

Customer focused, strategic thinker, who sees the full picture and offers practical strategies for filling the gaps. I use process mapping and lean methodologies to pull apart and break down complex problems and processes into their component parts in order to plot the best course of action moving forward. Innately curious about new technologies and their application to help make customers more efficient.

- Agile Project Management
- Lean Manufacturing
- Operations Management
- Value Analysis and Engineering
- Strategic Planning
- Six Sigma Black Belt
- Scrum Master
- Value Stream Mapping
- Supply Chain Management
- Product Management
- Product Roadmaps
- Customer Requirements

## PROFESSIONAL EXPERIENCE

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**ALLEGION / INGERSOLL RAND - INDIANAPOLIS, IN** 8/2004 – Present

**Business Leader, Retail Returns** 3/2015 – Present

Oversee all products and processes for returned goods from Big Box customers including product refurbishment, eCommerce sales, and donations. Partner with sales team during contract negotiations.

- Established returns processes and Implemented returns assembly line
- Partnered with Habitat for Humanity International to provide product for the ReStores
- Contributed over \$700K in total benefit to residential business

**Project Manager, Electronic Locks** 10/2012 – 3/2015

Provide Agile product / program management support for the commercial electronic locking platform including multi-tech credentials, biometrics, software, firmware and hardware development efforts.

- Certified scrum master, serve as product owner for software and firmware development projects
- Maintain product backlog and feature set, run sprint planning sessions, reviews and retrospectives
- Oversaw the development of a business dashboard to communicate all business metrics in one place
- Assimilate customer requirements into a roadmap for our virtual credential and cloud based server

**Product Manager, Commercial mechanical locks** 8/2007 – 10/2012

Oversaw twelve (12) product lines and \$145M in annual sales. Conducted product roadmap and line reviews, spearheaded efforts for new product development and identified unmet customer needs.

- Strengthened product margins by 10% via value engineering activities and cost management
- Increased revenue by \$2.5M by spearheading a simplified pricing strategy for product lines
- Initiated a \$1M productivity pipeline
- Oversaw development of all collateral for new product launches

**Global Manager, Supplier Quality and Development** 8/2004 - 8/2007

Oversaw 6 supplier development engineers and 12 plant supplier quality engineers. Established and strengthened the strategies and process for the supplier quality and development (SQ&D) organization.

- Achieved \$3.5M in cumulative savings and established a \$6M project pipeline
- Improved monthly supplier quality PPM by 85%; 17K PPM per month to 2.5K
- Ran 35 Kaizen events and other LEAN initiatives at supplier locations

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## UNITED TECHNOLOGIES - BLOOMINGTON, IN

2/1999 – 8/2004

### Supplier Development Manager

Directed implementation of LEAN and the ACE quality management system within the supply chain. Oversaw internal and external Kaizen events using Lean tools such as 5S, TPM, Process Certification, Kanban, SPC, cellular manufacturing, Takt time calculations, Value Stream Mapping (VSM), mistake proofing and set-up reduction.

- Reduced packaging costs by \$500K
- 45% reduction in delivery lead time
- Reduced order entry lead time by 86% (11 days to 1.5)

## CARLISLE CONTAINER CORPORATION - JACKSONVILLE, FL

4/1997 – 2/1999

### Continuous Improvement Manager

Oversaw the company's LEAN, safety and maintenance programs. Handled all aspects of implementing a LEAN continuous improvement program and the processes required to maximize its effectiveness.

- Increased production capacity by 40%.
- Reduced line changeovers times by 75%.
- Achieved \$250K reduction in annual maintenance operating costs.

## SIMULA GOVERNMENT PRODUCTS - TEMPE, AZ

7/1994 – 4/1997

### Composites Supervisor

Oversaw daily operations of three shifts: 2 group leaders, 75 total employees. Handled staff and department activities to meet or exceed monthly P&L and operating income goals.

- Reduced department scrap and rework by 50%.
- Improved department throughput by 30%.

## EDUCATION AND CERTIFICATIONS

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Master of Business Administration • University of Phoenix • Jacksonville, FL  
Bachelor of Science • Aeronautical Engineering Technology • Purdue University • West Lafayette, IN

Lean Enterprise Design, University of Tennessee • Lean Practitioner, University of Michigan • Scrum Master, Scrum Alliance • Six Sigma Champion and Black Belt, Ingersoll Rand • Supply Chain Networks, Arizona State University