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## CAREER OBJECTIVE

PROJECT / PROGRAM MANAGER

## SUMMARY OF QUALIFICATIONS

- Record of leading projects to successful conclusion on an international scale.
- Proven ability to negotiate and influence, with a history of solving complex problems and winning the customer's trust.
- Experienced leading cross-functional teams; able to manage conflict, prioritize, delegate, and inspire maximum effort.
- History of identifying and communicating risks, ideas, and solutions clearly and concisely to all stakeholders; exceptionally organized and detail-oriented.
- Sixteen years' experience developing relationships with key internal and external decision-makers; committed to collaboration and developing win-win situations.

## PROFESSIONAL EXPERIENCE

2006 – 10 **JUMO Process Control, Inc.**, Canastota, NY (Subsidiary of JUMO GmbH, Germany)  
**PRESIDENT**, Oct. 2008 – Jan. 2010

- Directed all major company functions including Sales, Marketing, Operations, Finance, and HR.
  - Analyzed competitive opportunities and risks, set strategic goals, monitored key metrics, allocated resources; exceeding profitability, margin, and balance sheet targets.
  - Created multi-million dollar annual operating budgets supporting organizational growth and development and greater market visibility while containing costs and reducing inventory.
  - Developed and implemented sales and marketing plans for six technically complex product groups, allocating resources and defining initiatives to reach target customers and markets.

**SALES & APPLICATIONS MANAGER**, May 2006 – Sep. 2008

- Oversaw day-to-day operations of a seven-person North American sales team, a service department, and sensor manufacturing.
  - Utilized monthly status reviews to hold sales team members accountable for revenue and booked order growth, working together to resolve any problems.
  - Mentored associates in technical product knowledge and sales best practice.
  - Responsible for overall customer status to the President, ensuring projects progressed as planned, customers were satisfied, and the sales pipeline remained filled.
- Directly managed key accounts and new projects, providing a higher level of technical knowledge and accountability to senior level customers in multiple industries.

1999 – 06 **Southco, Inc.**, Concordville, PA

**DESIGN & PRODUCT ENGINEER** (Southco GmbH, Böblingen, Germany), Sep. 2004 – Mar. 2006

- Managed multi-million dollar automotive programs in a new sales & design office from initial design to production using MS Project.
  - Coordinated international design, manufacturing, and sourcing teams to meet Tier 1 and OEM customers' demanding function and appearance requirements within aggressive cost and timing targets.

- Primary customer contact with an established reputation for reliability and high standard of on-time fulfillment of commitments made.

**PRODUCT ENGINEER**, Sep. 2000 – Aug. 2004

- In the dual role of designer and project manager, worked closely with customers, suppliers, and sales teams on two continents to design and bring to production unique latching solutions.
  - Designed inject molded plastic and metal kinematic assemblies utilizing 3D solid & surface modeling software, FMEA, FEA, GD&T, and Design for Manufacturability/Assembly.
  - As project leader guided cross-functional teams through the APQP process using Microsoft Project, including make vs. buy analysis, cost reduction exercises, and prototype tooling.
  - Awarded multiple contracts each worth several \$100k as a result of design expertise, adaptability to change, and successful working relationships with customers.
  - Networked closely with sales and manufacturing teams to ensure the proposed solutions fulfilled the customer need while still providing the desired return for the company.

**QUALITY ENGINEER**, July 1999 – Aug. 2000

- Focused on process improvements and failure avoidance in multiple manufacturing cells during initial implementation of a lean manufacturing process. Teamed with manufacturing engineering and purchasing to design robust processes via PFMEA, Poke-Yoke, and statistical analysis.

1996 – 99 **Unifrax Corporation**, Tonawanda, NY

**SENIOR QUALITY ASSURANCE ENGINEER**, July 1996 – June 1999

- Cooperated closely with international sales teams to win approval of new or changed processes.
  - Travelled extensively to Germany and Japan to work face-to-face with customers resolving quality issues and collaborating on new product specifications before release.
- Provided quality input/acted as voice of the customer on new product development teams.

1994 – 96 **Siemens Automotive**, Gainesville, GA

**QUALITY ASSURANCE TEAM LEADER**, Feb. 1996 – June 1996

- Managed six quality technicians on two shifts, training new employees with minimal quality experience to be effective, independent inspectors while gaining the trust of manufacturing.
- Co-led QS-9000 implementation as leader of the internal audit team.

**QUALITY ASSURANCE ENGINEER**, May 1994 – Jan. 1996

- Effectively represented Siemens to customers in addressing major product quality complaints.
  - Led the internal problem resolution process and communicated the root cause and actions to assembly plant-level quality teams.
- Coordinated introduction of parts from global suppliers for this start-up production facility, reconciling differing expectations, standards, and cultures; carried out supplier quality audits.
- Wrote comprehensive quality system procedures based on QS-9000 for this start-up facility.
- Responsible for preparing PPAP submissions for Tier 1 automotive customers.

**EDUCATION**

1993 ● B.A.Sc. in Mechanical Engineering, University of Waterloo, Ontario, Canada

**TECHNICAL & LANGUAGE SKILLS**

- Microsoft Office (Excel, Word, PowerPoint, Project), Lotus Notes, Salesplace CRM, Sage ACCPAC ERP, SDRC IDEAS and CATIA V5R15 3D solid & surface modeling software
- Fluent in technical and conversational German

**PATENTS**

- Holder of multiple US patents in the field of automotive latching devices (7,065,992 / 7,185,927 / 6,592,310)