

Ron Imes

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Head of Product Development ~ Production-Manufacturing ~ Business Units- Banking Operations Management

Key Values Offered ...

Strategic Operations Planning ▪ Budget Management (Capital & Operating) ▪ Profit & Loss Leadership
Cost Reduction & Avoidance ▪ Quality Control & Lean Methods ▪ Process Reengineering & Improvement
Work Flow Processes ▪ Production & Efficiency Optimization ▪ Inventory & Distribution
Software & Mainframe Technology ▪ Equipment Management ▪ Regulations & Compliance with Production and Audits
Human Resources ▪ Team Building & Mentorship ▪ End-User Training

Diplomatic and confident leader who is accustomed to roles requiring superb crisis management skills, the ability to anticipate change, and formal teaching qualifications that educate staff and empower teams to meet stringent performance metrics, as well as key stakeholder goals.

Leverage high business acuity and strong investigative skills to pinpoint internal flaws and develop process improvement remedies that raise performance standards, manage organizational change, and produce departments of "operational excellence" notoriety.

Bank Operations in a manufacturing environment with bank, FCC, postal and OSHA regulations. The department prints and processes all the material customers receive from a financial institution by mail. I was responsible for production scheduling and all production SLA's. I was responsible for contracts with the material vendors and contract negotiations with all 3rd party service maintenance. Other responsibilities included: overseeing processes and technologies that minimized risk, increased production, cut costs, and strengthened revenue within highly regulated production-based Fortune 500 environment.

Printing and Rendering Equipment

IBM mainframe printers various models 3700, 3800, 4000, 4100, MICR check printing, Pitney Bowes mail inserters, RICOH mail inserters, and Pitney Bowes postage meters. Pre- and Post-Process Equipment; mainframe software that send document into print production. BankTech for the document scanning, and Xerox document scanning.

Computer and Technical Proficiencies

Various payroll software, Microsoft Office software, Time Online- Kronos, Outlook; and proprietary banking mainframes and software.

Career & Achievements

ITS Traffic Systems, Inc. Westlake, Ohio

4/2025- Present

Head of Product Development

With 36 years of management experience, including 20 years in finance within the banking and operation industries. I have a proven track record of adhering to regulatory requirements and maintaining OSHA standards. My expertise includes preventing bank fraud, managing customer information, and a strong background in Profit and Loss. I have successfully developed and implemented product strategies that drive profitability and growth for various companies while meeting customer needs.

In my previous role at Kawneer/ Arconic, I was responsible for overseeing both services and logistics management for the Cleveland location. I managed internal budgets of \$35 million in the banking industry and achieved annual profits and sales of over \$11 million for the Arconic industry. Additionally, I supervised teams of up to 165 employees and streamlined products and services effectively.

Kawneer an Arconic Company Cleveland, Ohio
Service Center Manager

3/2022-4/2025

Kawneer North America offers architectural aluminum building products and systems for the commercial construction industry. We provide customers with a comprehensive product portfolio that includes entrances, framing systems, windows and curtain wall systems. The Service Center Manager will be responsible for:

- The location's P&L with fabrication of doors, frames and glass stop.
- Leads and manages activities of the Service Center employees.
- Ensure shipping, receiving, storage, and distribution are performed in a safe and efficient manner.

- Directs and manages daily operations for production, maintenance, quality and shipping/receiving,
- Develop and control profits, plans and budgets.
- Develop environment of continuous improvement through applying ABS principles.
- Implement cost effective systems of control over capital, operating expenditures, manpower, wages and salaries.

American Red Cross - Cleveland, Ohio
Supervisor Manufacturing

9/2019-3/2022

Responsible for the supervision of staff and volunteers including, but not limited to, hiring, training, coaching, engaging, evaluating and disciplining to ensure a well-qualified team and to enhance operational success and compliance.

Responsible for staff training and certification of competency. Prepare work schedules and ensure appropriate coverage for assigned shift. Supervise all work processes and ensure work is performed accurately and efficiently.

Ensure compliance with state and federal regulations, and regional policies and procedures. Perform supervisory review of documents. Ensure Invoice monitoring, reconciliation and timely payment of all bills.

Supervise good inventory management practices. Ensure products/samples are suitable for release for distribution and are managed appropriately. Ensure routine analysis of routes used to ensure the most cost-effective methods are in place.

Ensure monthly product QC requirements are met. Ensure quality and quantity of manufacturing and distribution goals are met; including timelines. Ensure accurate electronic and physical inventories location for products are maintained.

Participate in documenting, investigating, troubleshooting and preventing recurrence of department errors, problems and customer concerns/complaints. Communicate with Laboratory staff when necessary to resolve problems, facilitate sample shipment, and clarify test data transmission issues. Participate in process improvements within area of responsibility. Lead suspect product/sample management process.

R & R Salvage and Storage/ R&R Towing - Cleveland, Ohio

1/2018- 9/2019

Manager

Managing compliance regulations with the processing of vehicles for the steel mill. Making sure all ODOT and regulations is followed by the drivers. Handling all HR issues, payroll and vendor contracts.

Firstmerit /Huntington Bank - Akron, Ohio

6/2015- 11/2017

Section Manager III - CDDR (Centralized Deposit Doc Review), CIF (Customer Information File), and Doc Imaging

CDDR reviews all account opening documentation to ensure compliance with CIP and sound banking rules and regulations. CDDR is the department responsible for verifying all Deposit Account Documents for Legal Title, CIP and KYC compliance when accounts are opened or maintenance. CIF is responsible for updating customer accounts based on request sent in by all branch locations and bankers. Doc Imaging handles the imaging of all account opening documentation and maintenance. Process capturing, storing and retrieving documents regardless of original format. Managed 37 employees and 3 leads.

Perform regulatory compliance monitoring and testing to evaluate compliance with federal and state laws and regulations. Interact regularly with the bank's Executive Vice President/Chief Credit Officer, lenders, and credit analysts to promote effective communication, proper workflow, and positive working relationships.

- Perform regulatory compliance monitoring and testing to evaluate compliance with federal and state laws and regulations. High-quality service and effective operational support to the department's internal and external customers.
- Maintain current knowledge of personal and business loan, assures mortgage and consumer lending documents are accurate, loan files are complete, regulations, implement procedural changes to maintain regulatory compliance Raised quality and production by diligently investigating, troubleshooting, and remediate production issues, as well as developing and implementing process improvement methods.
- Coordinate critical project deliverables for respective scope across related core banking downstream users
- Create resource capacity models related to project and production support related tasks, to ensure appropriate resource estimations, project budgeting.
- Lean management Green Belt.
- LexisNexis Risk Solutions system
- Oversees, develops and manages the performance of staff. Provides coaching and feedback to staff to assist them in achieving individual and team goals.
- Recommends hiring decisions, writes performance reviews and submits compensation recommendations. Provides input on Human Resources related actions. Responsible for both individual and department results. Effectively manages staff coverage levels.
- Provides staff with coaching and feedback to assist them in achieving individual and team goals. Partners with employees to create a personal and professional development plan.

Firstmerit Bank

2/2013-6/2015

Operations Manager III- Statement Rendering Department and Mailroom

1st shift statement operations manager. Handles various aspects of the operations environment, and maintaining \$6M annual budget and 18 employees and 3 leads. Primary responsibility of department is rendering of customers and business statements, Other responsibilities include: handling and processing the mail, interoffice, certified, return mail, and undeliverable mail; validation of data and

passwords for CD's created by lockbox department and Treasury management group. Oversees special mailroom request and projects within department. With the production environment there is safety and compliances audit and inspections. The department responsible for the banks printing and inserting and complete mailing process. The department printed and mailed material from from the bank. These are business and personal accounts, 401 k statements, saving and checking statements, over draft notices, checks refunds, and all marketing material.

Managed all purchasing of new equipment, business service contracts and supply vendors. This purchasing would include all vendors, in production supplies with paper contract with Standard Register now (Taylor Communication), Cenveo for envelopes, all office supplies W.B Mason, service contracts with Pitney Bowes, and the US Post office.

Key Bank - Parma, Ohio

1999 to 2012

Operations Manager - Print and Statement Rendering Department

Lead planner, manager, and optimizer of 3rd shift production operations entailing the transformation of 4.5 million feet of paper into 2.5 million mailed bank statements per month. Apply Lean methods to meet key performance indexes, ensure P&L goals are met, and effectively handle change management issues. Implement and ensure adherence to policies, procedures, and protocols. Manage a \$35M annual budget, corporate security/confidentiality, quality control, risk mitigation, waste reduction, product management, documentation/reporting, and the training, mentorship, and performance evaluation of employees and technical contractors. Oversee equipment maintenance and upgrades, as well as postage loss and credit documentation and reporting. The department responsible for the banks printing and inserting with complete mailing process. The department printed and mailing third party processing of Cleveland public powers utility bills. Another account third party printing all MICR checks for Cuyahoga county employees. Managed 135 employees, 3 supervisors, 3 leads over 3 shifts on a 24/ 7 operations. The department printed and mailed material from from the bank. These are business and personal accounts, 401 k statements, saving and checking statements, over draft notices, checks refunds, and all marketing material.

Managed all purchasing of new equipment, business service contracts and supply vendors. This purchasing would include all vendors, in production supplies with paper contract with Standard Register now (Taylor Communication), Cenveo for envelopes, office supplies W.B Mason, service contracts with Pitney Bowes, IBM for mainframe printer, Kern for rendering equipment, and the US Post office.

ACHIEVEMENTS:

- Received numerous banking and recognition awards for leveraging Lean management methodologies to optimize production metrics and produce significant budget and shareholder savings.
- Minimized transition flaws with zero downtime after orchestrating the set-up and testing of IBM mainframe printer hardware during a bank relocation process.
- Raised quality and production by diligently investigating, troubleshooting, and remediating production issues, as well as developing and implementing process improvement methods.
- Leverage teaching credentials to facilitate team training on changing technological platforms and federal regulations; apprised team on corporate goals, compliance methods, and applications.

Early career highlights include distinguished military service, as well as the following:

- **US NAVY 1987-1993**
- **Police Officer, SOUTH AMHERST POLICE DEPARTMENT — Amherst, Ohio**
- **Case Manager, LORAIN/MEDINA COMMUNITY BASED CORRECTIONAL FACILITY — Elyria, Ohio**

Education, Certifications, & Training

THE UNIVERSITY OF TOLEDO — Toledo, Ohio

Bachelor of Science in Criminal Justice
State of Ohio Teaching Certificate #061160

CUYAHOGA COMMUNITY COLLEGE — Cleveland, Ohio

Ohio Basic Police Officer Training Academy (OPOTC)