# QUENTIN PIDCOCK

*Quick Learning and Goal-Oriented Manufacturing Leader*

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quentinpidcock.com



## PROFESSIONAL SUMMARY

Accomplished manufacturing supervisor with extensive experience in complex production operations, equipment management, and **Shift Manager** adept. Proven track record of optimizing production processes, maintaining quality standards, and leading cross-functional teams in fast-paced manufacturing environments. Strong technical background in IT systems, coupled with hands-on expertise in industrial equipment operation and maintenance. Known for rapid learning ability, goal-focused approach, and capability to balance strategic objectives with day-to-day operational excellence.

## PROFESSIONAL EXPERIENCE

### Team Leader

*Earth Breeze | Harrodsburg, KY · April 2025 to April 2026*

- Supervise drum dryer operations and provide technical guidance to production personnel on equipment optimization and troubleshooting
- Coordinate complex production schedules involving PVA (polyvinyl alcohol) systems, mixing tanks, and cutting/packaging lines
- Monitor and adjust temperature-controlled processes to maintain optimal viscosity and product quality standards
- Provide hands-on training and mentorship to team members on equipment operation, safety protocols, and quality control procedures
- Collaborate with management on process improvements and efficiency initiatives to maximize production output

*Advanced through three roles: Operator, then Team Leader, then Shift Manager.*

- Managed 12-hour night shift operations (6 PM – 6 AM) for laundry detergent sheet manufacturing facility
- Supervised production team ensuring achievement of daily production targets while maintaining strict quality standards
- Handled personnel management including disciplinary actions, performance evaluations, and conflict resolution
- Maintained detailed operational documentation and shift reports for management review and accountability
- Coordinated equipment maintenance schedules and troubleshot mechanical issues with drum dryers, mixing systems, and packaging equipment
- Implemented safety protocols and conducted incident investigations to maintain compliance with workplace safety regulations

### Driver/Operator

*DoorDash | Lexington, KY · April 2018 to July 2025*

- Provided reliable food delivery services, managing order accuracy and customer satisfaction while maintaining efficient route planning

**Driver/Operator**
*Uber | Lexington, KY · January 2018 to July 2025*

- Transported passengers safely and efficiently while maintaining high customer service ratings and vehicle standards

**Driver/Operator**
*Lyft | Lexington, KY · January 2018 to July 2025*

- Delivered professional transportation services with focus on safety, punctuality, and customer experience

**Night Auditor**
*Fairfield Inn & Suites | Lexington, KY · June 2022 to March 2023*

- Performed night audit procedures including financial reconciliation, guest services, and property security oversight

**Owner and Operator**
*Q Perfect Design and Hosting | Harrodsburg, KY · April 2012 to March 2023*

- Founded and operated web hosting business, providing custom website design, development, and hosting services to small business clients

**Night Auditor / Assistant General Manager**
*TownePlace Suites Marriott Hotel | Lexington, KY · May 2021 to June 2022*

- Served as night manager overseeing all hotel operations during overnight shift
- Performed night audit functions including financial reporting, system reconciliation, and management report generation
- Trained for and performed Assistant General Manager duties including staff scheduling, inventory management, and guest relations
- Gained proficiency in FOSSE, M3, Quore, and other hospitality management systems
- Cross-trained in all hotel departments including front desk, housekeeping, and maintenance

**Production Operator**
*TG Kentucky LLC | Lexington, KY · June 2017 to August 2019*

- Led Lexus grill assembly line operations, consistently achieving 2–3x production output compared to other shifts
- Maintained top-tier quality standards, becoming the go-to operator for quality-critical production runs
- Supervised one assistant while managing assembly line workflow and quality control processes

**Forklift Operator / Warehouse Lead**
*Montaplast of North America, Inc. | Frankfort, KY · June 2012 to August 2016*

- Operated forklifts and farm tractors across multiple warehouse locations, managing loading/unloading operations, order fulfillment, and inventory logistics

**Sales Representative**
*Kirby Corporation · May 2010 to June 2011*

- Conducted product demonstrations and achieved consistent sales performance

**Operations Specialist**
*Affiliated Computer Services · June 2008 to January 2010*

- Provided customer service/technical support and developed internal software tool adopted company-wide for improved customer service delivery

**Quality Control Inspector**
*Sexton Enterprises · May 2006 to June 2008*

- Conducted quality control inspections on automotive parts ensuring compliance with manufacturing specifications

## EDUCATION

**Associate of Applied Science in AI Software Engineering**
*Maestro University · Currently enrolled · Expected graduation: May 30, 2027*

**Associate's Degree, Business Management – Hotel and Event Management**
*Eastern Gateway Community College | Steubenville, OH*

Additional coursework in Business Management and Cyber Security: Colorado Technical University, University of Advancing Technology, University of Phoenix.

## CORE COMPETENCIES

**Management & Leadership:** Team Leadership • Shift Management • Personnel Management • Conflict Resolution • Performance Management • Training & Mentoring • Time Management • Organizational Skills • Project Timeline Management

**Manufacturing & Operations:** Production Management • Equipment Operation (Drum Dryers, PVA Systems, Mixing Tanks) • Quality Control • Process Optimization • Safety Compliance • Forklift Operation (Certified) • Warehouse Management • Lean Management • Mechanical Knowledge

**Technical & IT:** Linux (Ubuntu) • Windows Systems • Network Security • Server Management • WordPress • PHP • Python • MySQL • Shell Scripting • IT Support • Cybersecurity

**Business & Hospitality:** Property Management • Hotel Management • Night Audit • Financial Analysis • P&L Statement Interpretation • Cost Control • Budgeting • Customer Service • Guest Services • POS Systems

**Communication & Sales:** Verbal Communication • Sales Skills • Phone Etiquette • Customer Negotiations • B2B Relations • Work Style Reliability

**Trade & Practical:** Electrical Systems • Carpentry • Plumbing • Drywall • Hand & Power Tools • Mechanical Knowledge • Construction

## CERTIFICATIONS & LICENSES

Heartsaver First Aid CPR AED Certification — American Heart Association (valid through August 2027)
Forklift Certification

## PROFESSIONAL ASSESSMENTS

Rated Proficient on Indeed Skills Assessments: General Manager (Hospitality); Front Desk Agent (Hotel); Basic Computer Skills; Mechanical Knowledge; Delivery Driver; Work Style: Reliability; Project Timeline Management; Customer Focus & Orientation; Verbal Communication; Sales Skills.

## HONORS & RECOGNITION

Phi Theta Kappa Honor Society — Member in Good Standing

PHI THETA KAPPA
HONOR SOCIETY

**To Whom It May Concern:**

I am pleased to recommend to you Quentin Pidcock, a member of Phi Theta Kappa Honor Society, the first honor society recognizing the academic achievement of students at associate degree-granting colleges and helping them to grow as scholars and leaders. Established in 1918, Phi Theta Kappa (PTK) has a presence on almost 1,250 college campuses in 11 nations. More than 4.3 million students have been inducted, with over 200,000 active members in the nation's colleges.

Quentin was inducted into the Alpha Omicron Nu Chapter of Phi Theta Kappa while attending Eastern Gateway Community College and is a member in good standing. Quentin's invitation to join Phi Theta Kappa was a testament to his unwavering commitment to achieving and maintaining academic excellence at his college where he stood among the top 10% of students in the nation.

Membership in the Society reflects discipline, determination, and an innate desire to succeed. Active involvement demonstrates a commitment to servant leadership, scholarship, and fellowship. Community college students, like Quentin, are fearless learners, endlessly adaptable, and remarkably determined. They are the dreamers and the doers. As a member of Phi Theta Kappa, Quentin exemplifies the best of what community colleges have to offer.

We applaud Quentin's academic achievements and look forward to witnessing his accomplishments in the future.

***Sincerely,***



**Lynn Tincher-Ladner, Ph.D.**
President & CEO

**PHI THETA KAPPA HONOR SOCIETY**
1625 Eastover Drive, Jackson, MS 39211

www.ptk.org