



DELMER BURK

Director of Operations

PROFILE

Results focused management professional with the ability to transform quality employees into outstanding leaders who demonstrate attention to detail and commitment that is critical to customer satisfaction and company success. Excellent operational skill capabilities to effectively balance cost efficiency of production and distribution to increase business profits while also focusing on effective client growth and retention strategies.

CORE QUALIFICATIONS

- Distribution, Plant & Operations Management Experience
- Pro-Active Customer Service & Client Retention Proficiency
- Financial Reporting, Payroll, Budget Forecasting & Cost Efficiency
- Leadership Skills that Produce Highly Collaborative Employees

EXPERIENCE

Pinnacle Propane Operations, LLC AUGUST 2012 - October 2019

District Manager (Jan 2014 - October 2019)

Oversee and manage the production, distribution, logistics, customer service and office administration for Pinnacle Propane in Marshfield, Missouri and its district depots.

- Reduced district expenses by recommending and implementing the elimination of district positions of Regional Driver, Field Supervisor and Router, thus saving the company over \$165K annually in salary costs.
- Negotiated directly with the Arkansas Business Alliance to retain their business valued at \$100K+ annually.
- Work closely with the VP of Sales and District Sales Team to implement competitive pricing that benefits company profits, as well as retain current customers, and gain new accounts.
- Evaluate delivery routes daily to produce most cost effective routes while maintaining customer delivery satisfaction.
- Maintains outstanding rapport with colleagues, vendors and customers to ensure positive work environment and efficient chain of production and delivery.
- Pro-Active fleet maintenance actions created and implemented to ensure optimal performance and to reduce the risk of DOT violations.
- Perform driver safety training and ensure driver qualification files and logs are maintained according to both federal DOT regulations and company requirements.

Plant Manager (August 2012 - December 2013)

- Repaired and rebuilt production line in the Marshfield facility to significantly increase production daily output capabilities by 250%
- Hired and trained employees to safely work in a Hazmat production environment.
- Generated budget forecasts, profit & loss reports, and maintained asset records.

CELL:

Personal: 417-554-1701

EMAIL:

DelmerBurk@gmail.com

MAILING ADDRESS:

6037 Highway F
Hartville, MO 65667

SOCIAL MEDIA LINKS:

Facebook.com/DelmerBurk
LinkedIn.com/in/DelmerBurk

SKILLS

SAFETY & HAZMAT

MANAGEMENT

OPERATIONS

CUSTOMER RELATIONS

LOGISTICS

FINANCE

MENTORSHIP

COMMUNICATIONS

COMPUTERS & IT



DELMER BURK

EXPERIENCE *(continued)*

MBNA / Bank of America

April 2001 - March 2012

Senior Account Specialist

Performed customer service and financial account management for multi-million dollar accounts.

- Financial Account Management
- Account Acquisition and Retention
- Budget Analysis and Debt Repayment Implementation
- Extensive Customer Service
- Recipient of numerous outstanding performance recognition awards

Sundog Enterprises, LLC

October 1998 - March 2001

Director of Operations

Oversaw entire operation of multi-million dollar equestrian facility on a daily basis.

- Hiring and Training of all Stable and Tack Shop Employees
- Grand Prix level training of Performance Horses
- Riding Instruction and Equine Care Training
- Pro-Active Equine Health and Hoofcare Practices and Record Keeping
- Innovative Equestrian Product Development
- Special Event Promotion and Marketing
- P&L Reporting and Budget Forecasting

Homestake Gold Mine

November 1981 - October 1998

Master Explosives Blaster / Miner 1st Degree

Operated a large variety of heavy and light duty equipment and explosives in the world's largest underground gold mine.

- Perform pre-detonation analysis to yield most productive gold discovery results
- Prepare and implement daily detonation plans
- Drill, load and detonate explosives daily
- Train and supervise new miners safe practices for underground mining
- Extensive specialized explosives handling and training
- Recipient of several safety and work performance awards

CERTIFICATIONS

OSHA and DOT Recertification Training Certificate
OSHA and DOT Cylinder Safety Certified
OSHA and DOT Materials of Trade Certified
OSHA and DOT Security and Hazardous Material Certified
OSHA Forklift Certified
MoPGC - Dispensing Propane Safely Certified
MoPGC - Basic Principles and Practices Certified
Extensive Underground Mining Safety and OSHA Training
Explosives Handling and Detonation Safety Training

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