

STEVE SHEFFEY

4902 Lake Laurel Court • Greensboro, North Carolina 27455 • (336) 282-7876 • ssheffey@triad.rr.com

SUMMARY

Innovative, result-oriented manager with international experience and a proven track record of achieving bottom line results; over 20 years of progressive management experience in product development and product quality management and manufacturing operations in a global corporation; an effective team leader with a strong customer orientation and quality focus with expertise in:

- Design and Execution of Development Projects Quality Management
- Customer Issue Resolution Sales Support
- Technical Support Technical Marketing

PROFESSIONAL EXPERIENCE

CONE DENIM

Director of Product Quality and Technical Support

2002–2009

- Managed a staff of nine people.
- Operated within or below budget of approximately \$2 million for this area, with cost of quality being .2% of sales.
- Established quality standards for all products, monitored manufacturing performance for compliance to those standards. Determined corrective actions.
- Worked with product development department on design revisions to meet established performance requirements.
- Provided direction in resolving customer issues and quality claims.
- Responsible for quality from plants in the US, Mexico, China, and Nicaragua.

Cone Mills

Director of Product Development and Product Quality

1999–2002

- Managed staff of 25 personnel.
- Implemented concepts into approved products, ready for market.
- Operated garment lab and sample laundry to evaluate finished products and provided sales tools.
- Directed product quality managers in resolution of customer issues.
- Provided the technical development direction for new products.
- Designed, and developed a customer education program and taught this course in-house and for a variety of customers, including LL Bean, Kohl's, The Gap and Levi. The program was presented in multiple locations throughout the U.S. and in Holland, Guatemala and Scotland. This program allowed Cone Denim to significantly improve communications with customers, help customers make better selections of products and increase understanding between customers and Cone Denim regarding expectations and capabilities of product, resulting in a vast savings of time and money for both Cone Denim and its customers. The course was so well received that it is still being taught, 11 years later, in 2010.

Cone Denim Europe

Director of Product Development/Product Quality/Technical Support

1996–1999

Based in Brussels, Belgium.

- Worked with customers throughout Europe to develop new, market right products, expanding the product line and resolve quality and technical issues.
- Provided direction to manufacturing and marketing concerning market needs in Europe based on customer feedback.
- Tripled the product line of this one hundred million dollar business.

Cone Mills

Division Manager Product Development

1988–1995

- Designed and executed denim development projects in all Cone Denim facilities, including more than 900 samples annually.
- Centralized order processing and shipment from all locations, enabling shipment of 95% of orders within 24 hours.
- Established development laundry and garment laboratory, resulting in aesthetic in-house evaluations.

Prior to 1988, held positions including:

Denim Division Product Development Coordinator

Product Development Coordinator, Cone Mills White Oak Plant

Manager of Product Quality, Cone Mills White Oak Plant

Department Head of Yarn Manufacturing and Preparation, Cone Mills Proximity Plant

EDUCATION

Bachelor of Science degree in Textile Technology, North Carolina State University, Raleigh, NC