

DWIGHD D. DELGADO, MAT, MEM, CQE

Gaithersburg, MD • (443) 280-1714 (mobile) • SOS@stopsolutions.com • linkedin.com/in/dwighddelgado • www.stopsolutions.com

MASTER OPERATIONS TROUBLESHOOTER

Startups & Turnarounds | Technology Transfers | New Product Introductions | Organizational Leadership

Domestic and international success in operations management, technology transfer, and new product introduction of leading-edge technologies across eight organizations (revenues ranging from \$5 million to \$1 billion). Led high-performance operations, manufacturing, engineering, and sourcing teams for General Electric, Spectris plc, and technology manufacturing and consulting firms for more than four decades. Managed multicultural teams of up to 320 and budgets of up to \$40 million, achieving more than \$14 million in cost savings and an additional \$5 million in economic impact. International experience: Europe, Latin America, and Asia. Bilingual, with native fluency in Spanish and English.

CORE COMPETENCIES

- | | | |
|--|-------------------------------------|--|
| • Operations Management | • Business Startup / Turnaround | • Technology Transfer |
| • Lean Six Sigma | • Project / Supply Chain Management | • EBITDA / Cost-Productivity Analysis |
| • Quality Systems (ISO 9000 series, CQE) | • Strategic & Business Planning | • Interim Management / Leadership Coaching |
| • Performance & Change Management | • Organizational Development | • International Operations (Bilingual) |

PROFESSIONAL EXPERIENCE

Strategic Operations Solutions, LLC Gaithersburg, MD (USA)

2000 – Present

Master Operations Troubleshooter / General Manager & Owner

- Manage quality and technical assessments, strategic and business plans, and large-scale capital equipment and supply chain projects worldwide.
- Adjunct Professor of Lean Six Sigma at Quinsigamond Community College (Worcester, MA); active on multiple advisory boards.
- Developed and launched a value-added ESOL community program and was instrumental in securing grant funding.
- Concurrently serves as Chief Experience Officer, CEO Experience (2018–present); previously as Chaplain, Marketplace Chaplains (2022–2024).

Spectris plc / Fusion Egham, Surrey (UK) / Rockville–Gaithersburg, MD (USA)

Apr 1991 – Jun 2005

VP Strategic Sourcing / Operations / Manufacturing; Director of Manufacturing / Fabrication

- Saved 200 jobs at Brüel & Kjær Vibro GmbH by developing an alternative supply chain within six months of a sole-source supplier's closure.
- Grew Fusion UV Systems' manufacturing organization, facilitating revenue by 15.7% annually, from \$17 million (1990) to \$84 million (2001).
- Implemented more than \$7.1 million in cost- and productivity-related projects over a 14-year career.
- Played a key operational role in the company's 1994 IPO; achieved ISO 9001, 9002, and 9000:2000 certifications.

General Electric Company Fairfield, CT (USA)

Mar 1977 – Mar 1991

GE Lighting / GE Ceramics / GE Lighting Business Group

- Turned around a \$10 million key technology-transfer project with CKD in Japan; implemented \$2.2 million in cost improvements.
- Provided project management for a technology transfer exceeding \$15 million, resulting in \$40 million in incremental revenue.
- Led the startup of a Mexican maquiladora, achieving \$3 million in shipments within two years.
- Implemented more than \$7.7 million in cost- and productivity-related projects over a 14-year career.

ADDITIONAL EXPERIENCE (Selected)

- Maryland MEP, Account Manager (2014–2016): more than \$5 million in economic impact reported to NIST MEP across strategic planning, yield improvement, and QMS engagements.
- PremaTech Advanced Ceramics, Operations Manager (2011–2012): improved EBITDA by 248.1% and net income by 162.0% through a lean-manufacturing turnaround.
- Janos Technology, LLC, Director of Manufacturing (2007–2008): improved EBITDA by 57.5%, positioning the firm for a nine-figure liquidity event and a Fortune 250 acquisition.

EDUCATION & CREDENTIALS

Doctor of Ministry (in progress) — Gordon-Conwell Theological Seminary, expected 2027

Master of Arts in Theology — Fuller Theological Seminary, 2023

Master of Engineering Management — George Washington University, 1997

Bachelor of Industrial Engineering (Minor: Electrical Engineering) — Georgia Institute of Technology, 1977

ASQC Certified Quality Engineer #14438 (1986) • Private Pilot License with Instrument Rating (1998) • Engineer-in-Training Certificate #6536 (1977)

PROFESSIONAL DEVELOPMENT (Selected)

- | | | |
|-------------------------------|---------------------------------|--|
| • MBNQA Examiner (NIST, 2019) | • CBMC Leadership Coach (2011) | • Danaher Business System Boot Camp (2008) |
| • PMBOK (PMI, 1990) | • Facilitator Skills (GE, 1987) | • Shop Operations I & II (GE, 1979–80) |

RECOGNITION, PUBLICATIONS & PRESENTATIONS (Selected)

- Fusion UV Systems: Invention Disclosure (2001), Maryland Quality Award (1999), Customer Satisfaction Award (1995).
- General Electric: Managerial Award (1985), Managerial Award (1979).

Delgado, Dwighd. "Building a Company Culture Assessment." CEO Experience Executive Guide, 2026.

Delgado, Dwighd. "The Value of a Leaner, More Productive Inspection Process." Quality, 2018, 38–41.

Delgado, Dwighd. "Findings and Recommendations for VALEO Blois (France): Analysis of FUV Bulbs." Presented at Fusion UV, 2007.

COMMUNITY SERVICE (Selected)

- | | | |
|--|---------------------------------------|--|
| • ESOL Program, SCCC (2011–2023) | • Founding Member, MACWIC (2012–2015) | • AirLifeLine, Angel Flight – MD (2001–2003) |
| • AIIIE President-Elect, Chapter 007 (1984–1985) | • TEDCO (MERL-MD) / MTC (VMS-MD) | • Advisory Boards (MD & MA) |