

DARIN BERTSCH, PMP

Waukesha, WI • bertschdarin@gmail.com • 262-888-3401

SENIOR PROJECT MANAGER INSTALLATION MANAGEMENT • SERVICE MANAGEMENT

Hands-on project manager with proven ability to drive, deploy and maintain practical and enduring project, installation, and service solutions with a high degree of customer satisfaction, success and profit.

Respected team leader who thrives in a fast-paced, rapidly changing environment. Demonstrated record of success achieving and exceeding established goals.

Project Management
Vendor Relations
Scheduling

Expense Control & Budgeting
Customer Service
Recruiting & Hiring

Project Quotation
Project Tracking & Cost
Project Scope of Work

PROFESSIONAL EXPERIENCE

Craft Brewery Solutions LLC, Waukesha, WI (2014 to Present)

Created and maintain internet based data base for customer to manage their spare parts inventories and allow them to search other customers spare parts to locate hard to find or log lead items that are needed quickly.

President (2017 to Present)

- Marketing and customer outreach
- Maintaining on line database
- Consulting services for Craft Brewers and Equipment manufacturers
 - Site surveys and line layouts
 - Assist with purchase of new equipment
 - Installation and startup of packaging and process equipment
 - Assist with trouble shooting and repairs of existing equipment

KHS USA Inc, Waukesha, WI (2000 to 2017)

Manufactures high-speed packaging & processing equipment for food, beverage, consumer products; pharmaceutical industries: bottle & can fillers, crowners; filtration equipment; pasteurizers & soft drink mix processors.

SENIOR PROJECT MANAGER (2010 – 2017)

Dynamic project leader able to react quickly and efficiently to changes in order to maintain project schedule and profitability. Responsible for all phases of projects life span from project initiation through closing.

- Working with sales and commercial group on project quotes and offers.
- Taking hand off from sales and working with final customer to define project scope and deliverables
- Working with internal customers to ensure final deliverables meet customer specifications.
- Tracking and managing all project expenses to ensure profitability.
- Travel to customer sites as required to meet with customers and to ensure projects are completed on time and meet customer expectations.

INSTALLATION SERVICE MANAGER (2004 to 2010)

Promoted with full responsibility to generate project schedules, project quotes, contractor procurement, service technician scheduling, and project cost tracking.

- Created streamlined quoting process to **generate quotes quickly and accurately.**
- Manages on-site resources to ensure construction schedules are met and new equipment installed on-time.
- **Resolves customer issues ensuring complete satisfaction.**

- Collaborates with engineering, manufacturing, and parts department to resolve project issues.
- Improved project scope-of-work reporting. **Reduces and eliminates construction and installation cost over- runs.**

FIELD SERVICE ENGINEER (2000 to 2004)

Hired to travel to customer locations to assist in installation, commissioning and equipment start-up. Performed upgrades and maintenance. Delivered hands-on training for supervisors, operators and maintenance personnel.

Continuously improved process, performance, and productivity:

- Developed and implemented check-out documentation. **Ensured equipment quality control prior to production.**
- Created machine upgrade audit documentation. **Reduced warranty costs. Increased upgrade profitability.**
- Key member of high-profile project teams.

Crown Simplimatic, Forrest Lake, MN

1998 to 2000

One of the world's largest makers of conveyors, material handling and packaging systems servicing the food and beverage industry. \$200M annual revenues, over 500 employees.

FIELD SERVICE ENGINEER

Hired to travel to customer locations to assist with the installation, commissioning and start-up of equipment. Performed upgrades and maintenance on existing equipment. Provided hands-on training for supervisors, operators and maintenance personnel.

- Collaborated on new-design R & D machines.
- Participated in the final engineering phase.
- Key member of service improvement team.

Ameristar-Station Casino, Saint Charles, MO

1995 to 1997

Leading gaming and entertainment company.

SENIOR SLOT TECHNICIAN

Performed electronic casino game machine installation, setup and maintenance. Maintained customer service relations with guests and casino personnel.

Beta Raven Inc., St. Louis, MO

1993 to 1995

Offers cutting-edge development in process automation, scale manufacturing, and liquid control.

FIELD SERVICE ENGINEER

Designed and installed automated food processing batching equipment utilizing extensive knowledge of all electrical codes and AIB guidelines.

- Performed PLC programming of equipment controls.
- Resolved all process control systems.

EDUCATION

Associate of Technology, Industrial Electricity and Electronics, Ranken Technical College

PROFESSIONAL EDUCATION

Project Management Institute, Certified Project Management Professional (PMP)

PMMI, Certified Trainer Workshop

Microsoft Project Essentials

RSLogix 5000, Rockwell Automation