

Derrick K. Von Stein

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Professional Profile

An organized, conscientious team-oriented leader with a proven record of exceeding all performance and financial goals. Over 15 years experience as a results oriented manager with expertise in initiating, developing and maintaining new processes and services. Exceptional listening and communication skills which greatly contribute to my ability to lead and mentor people at all levels.

Key Skills

Team Leader	Detailed	Decision Maker	Team Builder
Communicator	Trainer	Identify Problems	Learner/Listener
Facilitator/Coordinator	Motivator	Organized	
Adaptable			

Selected Achievements

Created, Developed, Organized and Monitored a new luggage transferring process for a major regional airline. Hired and trained new staff. Created and implemented new processes and procedures. Responsible for development of all staffing modules and capital planning. **Result: Maintained all contractual performance metrics, reduced initial overall costs of company as well as increasing profitability and was awarded “2004 Employee of the Year” for success of this new process.**

Led, Initiated and Monitored all safety communication for my division and championed a new process for our department that was instrumental in improving safety performance. Led all divisions and other work areas in On-the-Job injury ratios and safety for 2008. **Result: Reduced the On-the-Job injury ratio and reduced the accident ration for approximately 30 locations by 50%.**

Initiated, Developed and Recruited for a new committee made of employees and managers focused on improving the employee manager relationship. Took over an operation needing to improve employee morale. **Result: Improved employee morale and work performance by encouraging employee ideas and feedback in the policy and procedure development process. Reduced employee turn over and coaching & counseling within the workgroup by 15% within 12 months.**

Led, Recruited, Improved and Monitored all fundraising activities for my department for the United Way, American Heart Association and March of Dimes. Created and initiated new fund raising activities throughout the company. **Result: Improved employee fund raising activity within my department by 18%.**

Professional Experience

Pinnacle Airlines, Inc. Memphis, TN. February, 1999-February, 2009
Program Manager Training and Policy & Procedures
Other positions held; Regional Director, MEM Hub Director, Senior Hub Manager, Ramp & Luggage Manager, Hub Coordinator, In-flight Supervisor and Ground Operations Training Instructor.

Agee, Allen, Godwin, Morris & Laurenzi Memphis, TN. January, 1997-June, 1999
Billing Manager

Baker, Donelson, Bearman & Caldwell Memphis, TN October, 1992-October, 1996
Billing Supervisor

Education

The University of Memphis Memphis, TN
State Technical Institute Memphis, TN

Personal Achievements

Pinnacle Airlines/Northwest Airlink Employee of the Year - 2004
Pinnacle Airlines/Northwest Airlink Overall Employee of the Month - August 2004
Pinnacle Airlines/Northwest Airlink Achievement Award-Teamwork - March 2003
Pinnacle Airlines/Northwest Airlink Overall Employee of the Month - June 2002
March of Dimes Team Captain Walk America Campaign 2003
United Way Departmental Team Leader 2008
American Heart Association Team Leader 2006
Northwest Airlink softball team coach 2002-2004
Member of Pinnacle Airlines "GO" Emergency Response Team