Gage Smith

Diverse Leader in Distribution & Manufacturing Environments

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Professional summary

Manager with a track record of steady promotion across operations, logistics, and enterprise technology — from frontline supervisor to senior business analyst and IT manager. Skilled at leading and developing teams, standardizing processes across multi-site operations, managing vendors and budgets, and turning business problems into practical solutions. Comfortable on the warehouse floor, in the server room, or at the leadership table. Seeking management or supervisory opportunities across industries.

Work authorization

Authorized to work in the US for any employer

Work experience

Senior Business Analyst

Angstrom North America | South Field, MI

June 2023 to Present

Promoted into this corporate-level role while continuing to lead IT Manager responsibilities at Angstrom Fiber Englewood (below); supports every Angstrom location domestically and internationally.

1. Partner with executive leadership and operations, finance, supply chain, engineering, and IT teams across domestic and international business units on enterprise technology and process initiatives.
2. Lead business transformation projects end-to-end: requirements gathering, process mapping, gap analysis, project planning, testing, implementation, training, and post-deployment support.
3. Manage and support ERP, EDI, manufacturing, infrastructure, cybersecurity, and system-integration initiatives across the Angstrom Automotive Group.
4. Travel throughout North America and internationally to assess business-unit needs, lead implementations, resolve complex technical and operational issues, and standardize systems and processes across sites.
5. Identify process inefficiencies and improvement opportunities through workflow analysis, data analysis, and stakeholder interviews, translating findings into scalable technical and operational solutions.
6. Support infrastructure modernization, cybersecurity risk reduction, business continuity, and enterprise technology strategy.

IT Manager

Angstrom Fiber Englewood, LLC | Englewood, OH

June 2021 to Present

Progressed from Tier 1 IT Support → IT Systems Administrator → IT Systems & Network Administrator → IT Manager (acquired from Woodbridge in 2023; role and scope continued without interruption).

1. Lead enterprise IT infrastructure and systems support across 40+ domestic and international manufacturing and office locations.
2. Own administration of Windows Server environments including Active Directory, Group Policy, Exchange, VMware ESXi, and Dell server hardware.
3. Manage network services and security including DNS, DHCP, TCP/IP, switching, Wi-Fi, remote access, and endpoint environments.
4. Support and enhance the company ERP system (PLEX) and EDI/VAN integrations (Covisint) with customers, partnering with corporate leadership and plant management to improve operations and data flow.
5. Standardize IT processes, documentation, and best practices to ensure consistency, security, and compliance across global sites, supporting ISO 9001:2015 and IATF 16949:2016 initiatives.
6. Manage vendors, telecom, and IT service providers, and own full lifecycle management of equipment and inventory.
7. Provide escalation-level end-user support and lead root-cause resolution for recurring and complex technical issues.

Materials Supervisor
Hematite, Inc. | Clayton, OH
June 2020 to June 2021
- Supervised materials, logistics, and shipping/receiving operations in a Tier 1 automotive manufacturing environment, supporting OEM customer requirements and production schedules.
- Served as primary customer-facing contact for materials and logistics, ensuring on-time delivery, schedule adherence, and issue resolution.
- Coordinated production schedules, material availability, and shipping priorities to support just-in-time (JIT) delivery requirements.
- Oversaw inventory accuracy, material flow, and storage to minimize downtime and support continuous production.
- Trained and supervised materials and logistics personnel, enforcing standard work and best practices, while ensuring compliance with automotive quality and safety standards.

Shipping and Receiving Supervisor
Bare Minerals /Shiseido Americas | Groveport, OH
June 2016 to January 2020

Promoted from Material Handler → Team Lead → Supervisor.
- Oversaw shipping and receiving operations in a high-volume cosmetics distribution warehouse, supporting retail and customer fulfillment requirements.
- Coordinated inbound and outbound logistics including receiving, staging, order fulfillment, and carrier pickups.
- Served as customer-facing point of contact for shipment coordination, issue resolution, and delivery accuracy.
- Trained and supervised warehouse associates, assigning daily workloads and enforcing safety, quality, and standard operating procedures.

Store Manager
Subway | Chillicothe, OH
December 2011 to June 2016

Promoted from Sandwich Artist to Store Manager upon turning 18.
- Managed daily store operations, employee scheduling, training, and shift coverage.
- Handled cash management, opening/closing procedures, and daily sales reconciliation.
- Supported hiring, onboarding, and performance coaching of team members while maintaining brand, food-safety, and cleanliness standards.

Education

High school diploma
Jackson High School | Jackson, OH
August 2012 to June 2016

Upper secondary education

Skills

Operations management **Desktop applications** **Productivity software** **ERP systems** **Microsoft Outlook** **Project planning** **Office equipment system configuration** **GPO** **Network hardware support** **Data security architecture** **Requirements gathering** **VPN** **Active Directory** **Leadership** **Warehouse management system** **Warehouse experience** **Endpoint Detection and Response (EDR)** **Computer hardware** **Microsoft Exchange** **Printer (troubleshooting support)** **VMware** **Network troubleshooting** **Contract management** **Technical Proficiency** **Manufacturing** **CRM software** **Network infrastructure** **Infor CRM**

Data management security | Analysis skills | Computer skills | Manufacturing facility experience | Decision making | Visual inspection for quality control | Project leadership | Desktop administration | IT user and group management | Data permissions | Warehouse management | Key Performance Indicators | VLAN | Internal employee customer service | Microsoft Windows Server | Training & development | Business analysis | Regulatory compliance | Technology purchasing | Improving operational efficiency | Mechanical knowledge | System administration | Shipping & receiving | IT security monitoring | VPN management | Vendor relationship building | IT management | Ticketing system technical support | Hardware management | Pallet jack | Azure AD | Quality systems | Network topology design | Incident management software | SharePoint | Process mapping | Change management | Operations | Budget & Resource Management | Data Security (Data management) | CRM system proficiency | EDI | Endpoint Security | Network infrastructure management | IT security management | Network monitoring tools | Communication skills | Database software support | Materials management | Power BI | Data backup | Customer communication | Computer networking | Email configuration (technical support) | Windows | Productivity software support | IT department experience | Customer support | ISO 9001 | Team supervision | Data analytics | Team development | Managing technical support teams | Computer operation | Attention to detail | Cisco routers/switches implementation | Performance Improvement (PI) | Microsoft Teams | Hardware support | MRP | Teamwork | Information security | Managing teams in a customer support role | Data analysis skills | System development project manager experience | Customer support ticket management | Managing manufacturing teams | Manufacturing company experience | Project management in technology | Production planning | IT | IATF 16949:2016 | Freight

Certifications and licenses

Google IT Support Professional Certificate

Driver's License