



## **RANDOLPH E. NICHOLS**

17 West Falcon Avenue • Spokane, WA 99218

(O) 509-535-4130 • (C) 509-599-6805 • nichols@pentadsys.com

### **SUMMARY**

Experienced professional with expertise in safety, organizational development management, operations, and systems development. Recognized for ability to develop and deploy business information systems that reduce complexity while increasing the effectiveness of organizations. Possesses the ability to organize and manage multiple areas of responsibility and resources within a dynamic organization, and the ability to interpret complex technical issues into understandable layperson terms. Strengths include strong work ethic with desire to add value to the organization by relating to coworkers and customers in a respectful and caring manner; excellent computer and communications skills; and approach to evaluating and implementing decisions based on large quantities of information. Looking to apply high levels of energy and enthusiasm in an environment filled with opportunities and challenges.

### **JOB EXPERIENCE**

PENTAD SYSTEMS • Spokane, WA

2003 to Present

#### ***President (2003-current)***

- Designed, constructed, and deployed complete Business Application suites in 70 major companies
- Assisted many company presidents in accomplishing strategic growth directives through the implementation of key business systems and organizational improvement.
- Built a company from 1 to 14 employees in twenty months
- Built alliances with business groups, public policy groups, and local politicians
- Pentad Systems is a growing and healthy company

KAISER ALUMINUM • Spokane, WA

1992 to 2003

#### ***Superintendent (1998 – 2003)***

- Responsible for all human resources and organizational development for Operations. Supervised eight salaried and 120 hourly employees.
- Supervised departments through two union contract disputes while maintaining and improving all aspects of product and process performance. This included a two-year work stoppage with requirements to hire, house, feed, and train 1,000+ temporary employees. At conclusion of stoppage, supervised complete plant turnover from temporary to union employees in hours with no performance degradation.
- Conducted supervisory and employee training in all aspects of HR programs such as drug and alcohol programs, employee assistance, harassment, and contract changes.
- Redesigned union contract to increase productivity and reduce operating costs; negotiated contract changes with local and national union officials; managed union grievances through all steps including binding arbitration.



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- Designed and implemented performance appraisal processes; implemented salaried employee progressive discipline; conducted investigations into alleged workplace harassment.

### ***Leadership Facilitator (1992 – 1998)***

- Developed and implemented organizational policies for entire plant including, leave-of-absence, vacation scheduling, overtime pay, and standards for lateness and absence.
- Designed and implemented organizational change efforts within staff and line departments using technical, teaching and training skills.

AZKO CHEMICALS, INC. • Los Angeles, CA

1989 to 1991

### ***Safety and Training Manager***

- Managed Human Resources Department
- Managed Safety and Industrial Hygiene Department
- Managed Medical/Worker's Compensation Department

FILTROL CORPORATION • Los Angeles, CA

1980 to 1989

### ***Organizational Development Manager***

1985 to 1989

### ***Analytic Laboratory Supervisor***

1985

### ***Research Chemist***

1980 to 1985

## **EDUCATION**

### **Whitworth College – Spokane, WA**

*Bachelor's Degree in Organizational Management*

### **University of Southern California – Los Angeles, CA**

*Occupational Safety and Health Management Certificate*

### **Pasadena City College – Pasadena, CA**

*AA Degree equivalent in Chemistry, Physics*

## **TRAINING**

*Certified Quality Advisor – Brian Joiner Associates*

*Leadership Development Consultant – Decker Associates*

*Negotiation – Chester Karass*

*Accident Reduction – BST Technologies*