



JARROD LAFON

Chief Operating Officer | Malta Ready Mix

QUALIFICATIONS

- Visionary, Strategy, Execution and Leadership
- Financial Acumen and P&L Management
- Business Acumen and Operations Management
- Cost Analysis, Reduction and Control
- Labor Resource Management
- Innovation and Adaptability
- Decision-Making
- Sales and Sales Management
- Relationship Building
- Purchasing and Negotiation
- Change Management
- Budgeting
- Contract Management
- Emotional Intelligence

CAREER HIGHLIGHTS

- Increased area revenue from \$31M to \$134M while increasing EBITDA from \$5M to \$22M in a 3 yr. period
- CEO Award for “Excellence in Site Execution and Profitability” for a \$3B Company (Southern Company - Kemper County, \$120M Capital Project)
- Negotiated and finalized sales opportunities up to \$300M
- Developed & implemented billing & payment processes to reduce overall DSO from 115 days down to 63 days
- Drove safety culture achieving 1.5M safe man-hours without an OSHA recordable incident

POST SECONDARY EDUCATION

NC State University | Raleigh, NC

Business Management

Fayetteville State University | Fayetteville, NC

General Studies

EXPERIENCE

Lumen Technologies | Vancouver, WA

July 2023 – Present

Vice President Field Operations, Mass Markets (Washington/Oregon/Idaho/Montana)

- Accountable for the management of all operational aspects of workforce, budget and service level metrics, executed through the direct and indirect workforce, both union-represented and non-union, who are responsible for the customer facing installation, repair, maintenance, service delivery and planning functions and many indirect outsource partners
- Lead the roll out and implementation of new technologies, products and services for consumer and business customers across a wide footprint
- Manage team to establish revenue and expense targets, customer satisfaction, product unit objectives, safety standards and service quality metrics
- Manage operating expense budgets for employee and non-employee expense including capital labor
- Collaborate with peer organizations (Service Delivery, Engineering and Construction, Planning and Sales and Marketing) to exceed service and network reliability standards while driving revenue and operational efficiencies
- Continually assess local market opportunities and market strategies to ensure operational optimization
- Tactically ensure service reliability, network implementation and installation of products and services aligned with Company strategies
- Lead and provide change management and standards adherence to ensure workforce and cost optimization
- Executive Safety Sponsor for the Company

Phoenix Industrial | Vancouver WA

Aug 2022-July 2023

Director of Operations

- Develop operations plan and direct overall activities to assist in achieving total project objectives
- Responsible for budgeting, planning, staffing, safety, quality, and procurement
- Monitor/control the execution phase through administrative direction of Project Managers and on-site Construction Managers to ensure project adheres to schedule and budget; monitor overall safety, quality, and productivity of work performed, investigating potentially serious situations and implementing corrective measures
- Change order and claim management
- Manage all financial aspects of contracts by performing cost analysis activities on a routine basis to protect Company's interest while simultaneously maintaining a good relationship with Client
- Oversee multiple projects consisting of \$500 million or more
- Direct (through subordinate managers) project activities to obtain optimum use of equipment, facilities and personnel



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