

Steven Foor
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PROFESSIONAL SUMMARY

Operations leader with multi-site management experience driving revenue growth, productivity gains, and workforce stability. Expertise in process improvement, cost control, and team development. Level 4 Certified Tax Analyst (H&R Block) with prior senior leadership in manufacturing and the U.S. Air Force.

PROFESSIONAL EXPERIENCE

Multi-Unit Team Leader (MTL) / Level 4 Tax Analyst **H&R Block** | Port Charlotte & North Port, FL | 2024 – Present

- Lead operations for 3 offices; improved revenue and return volume
- Reviewed complex returns; supported staff as senior tax resource
- Reduced turnover through stronger hiring, training, and engagement
- Mentored team; improved productivity and customer experience

Independent Consultant (Semi-Retired) Self-Employed | 2014 – 2021

- Advised small businesses on process improvement and cost control
- Supported startups, operational assessments, and efficiency initiatives

Plant Manager **CLM Pallet Recycling, Inc** | Indianapolis, IN | 2007 – 2013

- Managed multi-shift CHEP operations and site startups
- Launched profitable facilities in Grand Rapids and Columbus
- Reduced labor costs (20% direct, 10% indirect) and improved efficiency Delivered sustained quality performance (99.99997%) and turned around underperforming plant

General Manager / Director of Quality

Excel Electrocircuit, Inc | 2003 – 2007 and 2013 - 2014

- Led operations and P&L for PCB manufacturer
- Reduced fixed costs >20%; implemented \$500K automation upgrade
- Improved productivity (+9%) and reduced scrap (5%)
- Transitioned to ISO/TS16949 and reduced material costs >5%

Director / Plant Operations Roles

Friske Building Maintenance | Millwood | Performance Enterprises | 1996 – 2003

- Improved profitability to >15% across multiple operations
- Led startup and growth initiatives, including 40% revenue increase
- Implemented standardized processes, ISO systems, and cost reductions (up to 10%)

United States Air Force

Superintendent, Plans & Policies / Chief, Operations Training & Evaluation | 1975 – 1995

- Senior enlisted leader for planning, operations, and large training programs
- Led major mission relocation saving >\$1M annually
- Managed training organization; to support 500-person operation while achieving top performance ranking

EDUCATION

Community College of the Air Force — AAS, Intelligence Collection (Maxwell AFB, AL)