

Joe Dale Erickson

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Portfolio: [EricksonOperations.com](https://EricksonOperations.com)

## Professional Summary

Senior Operations & Project Management Leader, TS/SCI Cleared

A results-driven Change Leader and multi-award-winning professional with over 16 years of experience leading complex IT, operational, and compliance initiatives. **Lean Six Sigma Black Belt** expert with a proven history of managing global teams of 350+, reducing operational costs by 15%, and slashing departmental error rates by 46%. Highly proficient in **Agile, Scrum, and Cybersecurity** operations, leveraging the unparalleled discipline and integrity honed as a U.S. Army Special Agent to deliver mission-critical projects and ensure 100% compliance in DoD and healthcare environments.

## Areas of Expertise

**Project & Program Management , Agile, Scrum & Waterfall , Operations & Process Improvement , Lean Six Sigma Black Belt (DMAIC) , Leadership & Development , Global Team Leadership (350+) , Risk Assessment & Mitigation , IT Service Management (ITSM) , Performance Coaching (KPIs) , Stakeholder & Vendor Management , Cybersecurity Operations (SecOps) , Change Management , M&A IT Integration , Governance & Risk (GRC) , Financial Compliance (AML)**

## Professional Experience

Operations Manager, Kaiser IT Group, Grand Rapids, MI, Jun 2022 to Jul 2025

Directed all operational functions and project delivery for a dynamic IT Managed Service Provider (MSP), serving clients in DoD, healthcare, and manufacturing sectors.

- Led the operational cost reduction by 15% while increasing profits by 87% in the first year by streamlining procurement and implementing a new inventory management system.
- Spearheaded client satisfaction scores by 25% by enhancing communication and re-engineering service delivery protocols using ITIL frameworks.
- Engineered average incident response and resolution times by 30% across 65+ client environments by developing and deploying new SecOps and incident response playbooks.
- Directed the full project lifecycle for a corporate M&A integration, harmonizing systems and improving workflow efficiency by 20% while ensuring 100% HIPAA and DoD compliance on all security deployments.

Licensed Insurance Producer, Northstar Legacy, Remote, Apr 2021 to Jun 2022

- Created record closing results of 26% to 51% monthly, consistently ranking as a top-tier producer in a national network while maintaining licensure and compliance across 20 states.

#### **Sales Manager and Master Closer, Power Home Solar, Remote, Sep 2020 to Feb 2021**

- Personally ranked in top 5% of over 350 sales representatives; selected as 1 of only 5 Master Closers to serve as the company subject matter expert in sales.

#### **Escrow & Title Curative Manager, Grand Rapids Title, Grand Rapids, MI, Jun 2016 to Jul 2019**

- Expertly resolved the most complex title defects to maintain a 98% clear-to-close success rate for a portfolio of hundreds of monthly transactions, ensuring full RESPA and TRID compliance. Managed Process and staff.

#### **Assistant Store Manager, Section Leader, Trader Joe's, Grand Rapids, MI, May 2015 to Jun 2016**

- Leadership awarded for delivering exceptional customer experience; managed inventory, procurement, and merchandising for key store sections in a high-volume retail environment.

#### **Manager, Post-Closing & Title Curative, First American Title, Grand Rapids, MI, May 2012 to Apr 2015**

- Project leader for companywide error reduction rate by 46% from 2.4% to 1.3% within 60 days of promotion by completely overhauling the quality control process and training protocols.

#### **Direct Buy, Assistant Director, Grand Rapids, MI, Aug 2011 to May 2012**

- Conducted sale tours and closings. Managed Call center, marketing and staff. Started as cold caller and success led to promotions.

#### **JC Penny, Corporate Trainer, Grand Rapids, MI Aug 2009 to Jul 2011**

- Personally, led all sites in sales which led to promotion to senior sales leader then corporate trainer. Call centers used tapes of y phone calls in training classes.

#### **Comcast, Supervisor of Projects and Billing, Grand Rapids, MI Oct 2008 to Aug 2009**

- Led Go Paperless project and managed multisite locations and staff in Western Michigan.

#### **Vice President of Collections, Fifth Third Bank, Grand Rapids, MI, Apr 1999 to Aug 2008**

- Awarded the bank's highest honor, the Horizon Award twice, for results leading a global collections organization of over 550 staff and modernizing the division by implementing new technologies. Promoted five times.

#### **Collections Manager, Citibank, Dallas, TX, May 1993 to Apr 1999**

- Top performing collector out of five collection sites comprising over 5,000 collectors. Winning the prestigious Platinum Service Award. Promoted three times. Teams managed outperformed all others.

#### **Sears and Roebuck, Dallas, TX, May 1991 to May 1993**

- Top collector, cradle to grave, consistently ranked in prestigious Top 10 out of 140 collectors for each month employed.

#### **Military Service**

##### **Special Agent & Military Police Officer, U.S. Army, Feb 1987 to Mar 1991**

- Top Secret Sensitive Compartmented Information TS SCI government security clearance. Promoted

into an elite Special Agent role with the Army's Criminal Investigation Division CID. Led felony-level criminal investigations and covert intelligence operations overseas.

#### **Certifications**

- **Google Project Management Professional Certificate**
- **Google Cybersecurity Professional Certificate**
- **Certified in Cybersecurity CC by ISC2**
- **Lean Six Sigma Black Belt LSSBB**
- **Anti-Money Laundering AML Certified**

- **Licensed Insurance Producer, Life & Variable Contracts**

#### **Education & Specialized Training**

- **Education: Completed coursework at Yale University; University of Maryland Global Campus, Richland College.**
- **Leadership Development: U.S. Army Senior NCO Schools ANCOC, BNCOC, PLDC**
- **Federal Law Enforcement: U.S. Army CID Special Agent School**