



Rod Centers

Executive Operations Leader

BACKGROUND SUMMARY

Rod is a seasoned Executive Operations Leader with over 20 years of experience driving operational excellence across the Manufacturing and Hotel/Casino industries. He has a proven track record of leading cross-functional teams, optimizing complex processes, and delivering measurable results. Known for his strong leadership with a continuous improvement focus, Rod is passionate about enhancing team member and customer experiences, streamlining operations, and leading organizations through growth and transformations.

EXPERTISE & ACHIEVEMENTS

- **Led over 300** Kaizen events
- **Reduced daily operating expenses** by 19%
- **EBITDAR margin improvement** of 14%
- **Generated \$25M** in labor savings enterprise-wide

PROFESSIONAL HIGHLIGHTS

Gaming Corporation: As Chief Operating Officer, Rod was responsible for all operations for 3 Casino/Resorts and a Golf Course in Western NY that included 2800 team members as well as 1700 Hotel rooms, 18 Restaurants, 5100 Slot Machines, 175 Table Games, and an 18-hole golf course.

Coating Solutions Company: As Operations Director, Rod was responsible for all Manufacturing, Maintenance, Safety, and Continuous Improvement activities. He facilitated Kaizens, created CI training curriculum, delivered CI training, and mentored leaders and team members according to the CI plan. The training curriculum and results included:

- Value Stream Mapping (VSM) Standard Work
- Quick Change Over (SMED)- Poke-Yoke
- Daily Visual Management- Pull Systems / Kanban
- Problem solving- PDCA/5 Why/Cause & Effect
- 5S
- First Pass Yield improvement of 11%
- Thru-put improvement of 26%
- FTE reduction of 6% and OT reduction of 19%
- Inventory accuracy Improvement of 33%

Lean Transformation Practitioner: Rod worked with companies to identify and resolve operational and cultural issues, including Kaizen facilitation and leadership mentoring. His efforts resulted in lower costs, enhanced service/quality levels, increased productivity, and stronger team member engagement. Rod's clients included Bilt, MGM Casino/Resorts, Seneca Casinos, Smoky Bones, BJ's Restaurant, Simple Tire, Truck Lite, Universal Woods, Precession Edge, Delta Faucet, and Couer d'Alene Casino/Resort.

SELECT EXPERIENCE

Chief Operating Officer
Operations Director
Lean/Continuous Improvement Practitioner
General Manager
Vice President

CORE COMPETENCIES

Toyota Production System (TPS)
Operations Leadership
Change Management
Team Member Engagement
Customer Service
Problem Solving
Team Member Development
Strategy Development/Deployment