

MICHAEL W. MOORE

Instructor/ Operations Manager
Department of Grain Science & Industry
Kansas State University
mwmoore@ksu.edu

PROFESSIONAL EXPERIENCE

Grain Science & Industry Department of Kansas State University 2011 - 2015

Started on January 1st, 2011, as an Operations Manager, then on Friday September 9th, 2011, was voted to be an instructor and a faculty member.

Moore Property Management – Manhattan, Kansas 2005-2010 Property Manager (Happened to have the same last name as the owners)

Over saw the day-to-day operation of 30 properties, which had a total of 150 units. My job duties included, but were not limited to, marketing, leasing, and the maintenance of the properties.

Wonder Bread/Hostess Bakery Outlet-Manhattan, Kansas 2005 Assistant Manager

In my position I did the ordering of products, inventory control, merchandising, assisted route drivers as needed, did cash and check deposits, and over saw the general operation of the store in the manager's absence.

University Apartments – Manhattan, Kansas 2005 Property Manager

Over saw the day-to-day operation of the apartment complex. My job duties included, but were not limited to, marketing, leasing, budgeting, and the maintenance of the complex. The complex had 120 four-bedroom apartments, and 108 two-bedroom apartments.

American Institute of Baking – Manhattan, Kansas 1983-2004

Director of Production/Management

One of four primary instructors who taught AIB's 20-week Baking Science & Technology resident course. Company-sponsored individuals in this program generally supervised a production line that may have made 150 loaves of bread, 800 hamburger buns, or 1,500 snack cakes a minute.

Position Accomplishments:

- Scheduled the 20-week baking science and technology program.
- Developed a computer program to help the students learn about the financial side of operating a business.

- Gave presentations on motivation, leadership skills, customer service, team building skills, cost accounting, economic justification of equipment purchases, time management, production scheduling, verbal/non-verbal communication, conflict resolution, active listening, customer service, product recall procedures, and statistical process control.
- Served as the AIB Alumni Secretary/Treasurer for over twenty years. This involved keeping track of addresses of 7,000 past graduates (1,600 individuals graduated from the program while I was teaching), writing the alumni newsletter, doing fund-raising, designing, purchasing, and marketing AIB merchandise, and answered questions from alumni.
- Worked daily with individuals from all over the United States, as well as individuals from all over the world.
- Many of the individuals that have graduated from this program have become production superintendents, plant managers, and owners of baking companies.

The Pillsbury Company

1976-1982

Minneapolis, MN; Ogden, UT; and Kansas City, KS

Quality Assurance Manager

Managed a quality assurance department that oversaw the production of 1.5 million pounds of flour, or thousands of pounds of American Beauty Pasta that were produced daily to meet the customer and company specifications.

Position Accomplishments:

- Reduced the amount of product that was off grade.
- The operations never had to recall product.
- Worked closely with many Private-Label customers regarding their product requirements. (American Beauty pasta had a large number of Private-Label customers.)
- Answered all customer technical support issues regarding their products that lead to repeat business, despite price increases.

Education / Organizations

Bachelors degree in Chemistry and Public Health
 Southwest State University
 Marshall, Minnesota

Graduate of the American Institute of Baking
 20-week Baking Science & Technology resident course

Publications

In the 1990's I wrote a book entitled "Absenteeism in the work place."

In 2011 and 2012 I wrote a 20 module math book for **GRSC 201 – Z** -- Fundamental Baking Calculations, which is an on line course.

In the summer of 2012 I made 12 videos and 12 lesson plans on bread baking for **GRSC 636 – Z** - Bake Sci 1 lab, which is an online course.

In the summer and fall of 2013 & 2014 I made 13 videos and wrote 13 lesson plans on cake and sweet goods for **GRSC 638 - Z** - Bake Sci II, which is an online course.