



mhefnerlv@cox.net



702-496-0113



9385 LAUREL GROVE CT, LAS
VEGAS, NV 89148, US

SKILLS

Proficient in MS Office suite, including Word, Excel, PowerPoint, SharePoint, and Teams.

FAA Certified Drone Pilot -
AUVSI Trusted Operator
Program (TOP) 1 & 2
Remote Pilot Training
Certification

Extensive experience with
OSHA and Department of
Transportation laws, rules
and regulations.

Facilitator of training
courses and policy and
procedure review.

INTERESTS

Mountain Biking

Aerial Photography and
Videography

Camping

Hiking

Martial Arts - Tae Kwon Do,
Judo, Kick-boxing, Jiu Jitsu

Mike Hefner

Operations Professional

A career spent making meaningful contributions to the operations of prominent organizations in the events industry
My personal mission: improve employee morale, save unnecessary costs, & drive more profit to the bottom line.

PROFESSIONAL EXPERIENCE

Director of Warehouse Operations Freeman Audio Visual

10/2010 – Present

Las Vegas, NV

Full-service event provider, specializing in face to face marketing in North American markets. Responsible for the operation of a 120,000 square foot warehouse operation, servicing audio-visual equipment, logistics, & inventory and quality control needs for live events taking place in the western half of the contiguous United States, and the Hawaiian Islands.

Achievements/Tasks

- Responsible for the execution of all warehouse operational functions for an exceptionally busy branch location producing 350+ corporate events and association based tradeshows, representing \$90M+ in revenue annually.
- Management of staff of 70+ employees across multiple departments and disciplines.
- Responsible for creation of annual warehouse operating budgets and capital expenditure planning.
- Transportation Management System committee member - Worked with other high level managers on need, choice and implementation of a Transportation Management System for the Event Technology branches within Freeman. Current participant in the implementation of a TMS system across all business units at Freeman.
- Implementation of local leadership training for warehouse management team, focused on best practices and modern methodology for efficiency improvement, expectation setting, team-building and accountability in management of teams and individual contributors.
- 2013 - iLEAD Graduate (Freeman's internal leadership program).
- 2015 - Star of Excellence Winner (Freeman's enterprise-wide corporate award for exceptional performance).

Contact: Paul Fletcher – 702-604-5230

Director of Logistics Encore Productions

08/1996 – 10/2010

Las Vegas, NV

Full-service, audio-visual event provider for corporate events in North America and in-house hotel accounts in the Las Vegas Valley.

Achievements/Tasks

- Held multiple roles, beginning in 1996 as a Driver/AV Technician, subsequently moved into roles of increasing responsibility over the next six years, involving event management, inventory control, purchasing and procurement, quality control, logistics, and operational management and training. Ultimately promoted to role of Director of Logistics (all warehouse operations) in 2003. Became member of Encore's Executive Committee in 2005.
- Responsible for all warehouse operational functions for an extremely busy central warehouse operation, supporting 150 corporate events annually, as well as 20+ full-service hotel accounts, representing \$60M in revenue in 2010.
- Management of staff of 50+ employees across multiple departments and disciplines.
- Responsible for the creation of annual operating budgets and capital expenditure planning.
- Created job specific training for all areas of the warehouse operation, including defined standards for Quality Control Technicians, Inventory Control Technicians, Drivers, Dispatchers and management staff.

Contact: William E. Dayton – 702-496-2524

EDUCATION

Film and Video Production College of Santa Fe

08/1993 – 08/1996

Santa Fe, NM

Courses

- Bachelor of Arts in Film & Video Production

Film Emerson College

08/1992 – 05/1993

Boston, MA