

Vincent Shane Farr

18705 E. 28th Ter. S. Independence, MO 64057 (816)-800-1479 vsfarr1@gmail.com

Objective	A Career position that can utilize my extensive experience in Residential Construction Project Management, Operations, and Customer Service Management while allowing opportunity for growth.	
Education	B.A., Business Management/Marketing - Accounting (minor) Park University – Parkville, MO Final GPA 3.15	<i>May 1982</i>
	A.A., Liberal Arts/Pre-Business/Accounting Johnson County Community College	<i>May 1980</i>
Skills/Abilities		
	Management <ul style="list-style-type: none"> • Trained in ModSpace's extensive safety program was responsible for weekly training • Reduced service costs by over 60% Commodore and Fuqua • Developed field set/finish system that has been copied by several companies • Managed 125 employees in 1 facility & multiple employees/contractors in multiple states • Lead service, service parts, set, interior finish and quality control departments successfully • Hired & trained a team that produced 68% of all revenue in the Champion Construction division fiscal 2023 Operations Management <ul style="list-style-type: none"> • Have managed service departments both retail and manufacturer • Drove and ran a 3-truck transport company at New Castle Homes • Managed P&L of over 7 million annually responsible for multiple service centers • Have worked w/customers/contractors and extensively traveled the Midwest & West US • Have a track record of increasing sales while lowering costs • Raised customer service NPS in all ModSpace locations Tulsa went from last to 4th 	
Experience	District Sales Manager, BonnaVilla, Aurora, NE (October 2023 to Current) <ul style="list-style-type: none"> • Service builders in the states of Missouri, Iowa, Minnesota, Wisconsin, Nebraska, Oklahoma, Arkansas for the promotion and sales of BonnaVilla Manufactured/Modular Homes Project Manager, Champion Construction Service, Troy, MI (October 2021 to May 2023) <ul style="list-style-type: none"> • Responsible for lot development & setup of new manufactured homes in communities • Responsible for 7 states, over 30 communities and over 900 lots/homes • Responsible for 5 direct reports and 10 indirect and over 100 contractors • Produced 68% of all homes completed in the entire CCS division fiscal 2023 Service Manager, Skyline Homes, Arkansas City, KS (September 2019 to Present) <ul style="list-style-type: none"> • Responsible for all customer service for manufacture building 750 floors per year • Reduced backlog from 100 to 35 in less than 6 months • Responsible for 4 direct reports, 10 contractors servicing 100 dealers in 9 states Service Manager, Lexington Homes Lexington, MS 6 2018 to 9 2019) Cavco Transfer <ul style="list-style-type: none"> • Responsible for all customer service for manufacture building 1,000 floors per year • Reduced backlog from 200 to 100 in less than 6 months • Responsible for 4 direct reports, 20 contractors servicing 70 dealers in 9 states Production Manager, Chariot Eagle Homes Ocala, FL (June 2017 to June 2018) Div. of Cavco <ul style="list-style-type: none"> • Responsible for all plant production, process, scheduling • Responsible for all Safety and Quality • Responsible for Continuous Improvement • Raised plant average per week shipping by 13% in first fiscal year 	

Owner, ModStruction (June 2015 to June 2017)

Temp Field Operations/Project Manager Consultant, New Castle Homes, Harrisonville, MO (May 2016 to June 2017)

- Oversee set and finish crew to set and finish new and used Modular homes
- Responsible for exterior and interior scopes of work
- Responsible for customer service
- Scheduled employees and contractors to complete scopes of work

Production/Ops Mgr. Consultant, Rockborn Building Systems, Central City, NE (June 2015 to May 2016)

- Oversee remodel of offices and facility
- Hire and train staff
- Plan and implement line assembly
- Train each department proper process and procedures
- Place new modular orders online and follow to completion
- Company closed due to lack of funding

Operations Manager, ModSpace, Inc. Kansas City, MO (July 2013 – June 2015)

- Stationed in Kansas City but responsible for KC, St. Louis & Tulsa Offices
- Responsible for P&L – my Branch was in the top 10 in profit out of 80
- Responsible for third party Customer Service NPS Score
- Took the KC branch from last to the top 10% in NPS Score
- Exceeded company sales, profit and NPS goals every year
- Responsible for safety in all 3 facilities, and ModSpace's extensive training

Owner, Housing Construction Specialists, LLC Stover, MO (August 2007 – July 2013)

- General Contractor/Project Manager on several projects
- Overseen large multi section projects, multi-story, commercial/residential
- Worked with manufacture during design & production to ensure project success
- Worked with manufacture to complete production service repairs during project
- Managed HCS crews as well as contractors
- Negotiated terms and completed all contracts
- Responsible for all site construction projects and working with site contractors/ local/county/state municipalities
- Familiar with HUD/Modular/IRC site codes and code references
- Company closed due to poor economy

Field Operations Manager, Fuqua Homes Inc. Boonville (*September 2002 - August 2007*)

- Responsible for all Customer Service department/personnel
- Including in office service/materials personnel, field service Techs, tucks and equipment & contractors
- Responsible for all Quality department/personnel
- Responsible for all field operations including sets, finishes, service, construction and personnel
- Responsible for P&L and department budgeting
- Lowered service backlog to under 15 open work orders average
- Lowered service expenses from over 2.5 mil to under 1 in less than 5 years
- Set over 100 homes and finished over 400 homes in busiest year
- Responsible for all site construction projects

	<p>Territory Sales Manager, Farco, Inc. Freeman, MO (February 2001 – September 2002)</p> <ul style="list-style-type: none"> • Responsible for sales of utility industry products for the Western US <p>Service Manager, Champion Home Builders, Weiser, ID (October 1998 – February 2001)</p> <ul style="list-style-type: none"> • Responsible for all Customer Service department/personnel including more than 15 in-office personnel and field techs, trucks & equipment • Responsible for all Customer Service Materials/personnel • Wrote and implemented field finish program still utilized in Champion today • Responsible for P&L and department budgeting • Reduced service backlog from over 300 to less than 100 • Reduced service cost by over 1 million in less than 2 years <p>Service/Transportation Manager, Commodore Homes, Goshen, IN (Oct 1995 – Oct 1998)</p> <ul style="list-style-type: none"> • Responsible for all Customer Service department/personnel including multiple in office service personnel and multiple field techs, trucks and equipment • Responsible for all Customer Service Materials/personnel • Responsible for P&L and department budgeting • Reduced service backlog from over 500 for 2 facilities to less than 75 each • Reduced service cost from over 5 million to less than 2 mil in less than 3 years <p>Service/Transportation Manager, New Castle Homes, Harrisonville, MO (7/92-10/95)</p> <ul style="list-style-type: none"> • Responsible for all Customer Service department/personnel including in office assistant, field service/set/finish techs and contractors • Responsible for 3 toter over the road delivery company picking up and delivering our homes and others from Indiana to Missouri • Responsible for all display homes and facilities • Responsible for all service/set/finish trucks, tools and equipment • Delivered, set, finished 183 homes in 1994 • Responsible for all site construction projects