

Zachary Peters

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Summary:

Dynamic leader with over two decades of experience in technical operations, training development, and product support. Proven expertise in streamlining processes, driving product sales, and enhancing training systems. Demonstrates a commitment to optimizing team performance, boosting productivity, and fostering continuous growth.

Work Experience:

Komatsu Mining Corporation | Jun 2017 – Present

Principal Curriculum Development Specialist

Key Responsibilities:

Orchestrate global curriculum, championing employee competency certification and next-gen technical tools.

Notable Achievements:

- Pioneered AR/VR/Wearables tech for improved content quality & safety.
 - Formulated Longview Manufacturing Operations' personnel development architecture; core: competency-based learning.
 - Established computer learning labs ensuring access for hourly personnel.
 - Engineered apps for EHS, Product Support, Field Service, and candidate skill assessment.
 - Owned course content creation - objectives, lesson plans, guides, materials, using ADDIE framework.
 - Directed multimedia content development & global project management.
 - Appraised software/hardware for global technical training.
 - Managed global training database for worldwide Komatsu technical trainers.
 - Advised developers, collaborated on strategic planning & training methodologies.
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Electronic Business Machines | Nov 2015 – Dec 2017

President & Chief Executive Officer

- Spearheaded a dynamic team towards EBM's modernization, preparing for evolving market challenges.
- Drove multifaceted roles, overseeing sales, finance, HR, and compliance.
- Executed a strategic transition under board directive, navigating business wind-down or acquisition.

Allrig | May 2014 – Apr 2015

Director, Corporate Academy

Led product development for LeTourneau Crane aftermarket, including controls & electrical components.

Founded training academy with courses & hands-on facility in Vicksburg, MS.

Cameron, a Schlumberger company | Oct 2011 – May 2014

Manager, Training & Aftermarket

Training Renaissance:

- Revitalized LETOURNEAU training; clinched API TPCP certification.
- Unveiled cutting-edge training material; blended hands-on, simulated tools, and distance learning.

Aftermarket Sales Leadership:

- Seamless transition: shifted operations from Longview to Houston in under a month.
- Drove product lines to a towering \$67 Million target.

Strategic Initiatives:

- Transformed parts-sales CSR structure.
- Pioneered a quality initiative, optimizing inventory health.

LeTourneau Technologies | Apr 2003 – Oct 2011

Parts Manager, Mining and Offshore Products | Dec 2010 – Feb 2012

Oversaw aftermarket sales: P&L, inventory control, and parts sales.

- Boosted Offshore parts sales: exceeded 2011 projections by 54%; 50% YoY growth from 2010.
- Initiated aftermarket stocking strategies, increasing turn rate from 0.5 to 2.
- Revamped warehouse layout optimizing material flow and safety.

Manager, Product Support & Training | Jan 2010 – Dec 2010 | Offshore Products Group

- Managed aftermarket sales and service; achieved \$25M revenue target.
- Established aftermarket service group, surpassing revenue projections by 300% for 2010.
- Secured Master Service Agreements with top clients.

Manager, Product Support & Training - Technical Development | Sep 2008 – Jan 2010 | Mining Products Group

- Launched proprietary software for troubleshooting.
- Overhauled technical training, converting complex info into accessible knowledge.

Manager, Product Support & Training - South America | May 2005 – Sep 2008 | Mining Products Group

- Directed field service in Colombia, Chile, and Brazil.
- Secured largest equipment sales order in company history.

Electronics Technician - Drive Systems | Apr 2003 – May 2005

- Executed tests for electronic control systems for various product lines.

Electronic Business Machines, Inc. | Aug 2002 – Apr 2003

Service Manager - Imaging Systems

- Steered service department operations across 15 counties.

Baker Hughes | Sep 2001 – Apr 2002

Completion Engineer - Cased Hole Operations

- Directed crew and equipment; handled cased-hole well logging and perforating equipment.

Spectra Technologies | Feb 1999 – Aug 2001

Technical Manager - Automation Systems

- Managed manufacturing redesign for Dell. Expedited purchasing and inventory processes.

Voxcom Holdings | Jan 1997 – Feb 1999

Technical Production Manager - Credit Processing Systems

- Oversaw production and managed merchant credit card accounts.

United States Air Force | Feb 1993 – Apr 1999

Electronic and Computer Switching Systems Technician

Education:

Texas A&M University | 2008 – 2012

Master of Education, Education Technology

The University of Texas at Tyler Graduate School | 2008 – 2010

Master of Business Administration, Management Science

University of Texas at Tyler | 2004 – 2007

Bachelor of Applied Arts and Science, Industrial Technology

Kilgore College | 2004

Associate of Arts, General Studies