

# FRANK E. KNUTZEN III

1119 Dandelion Drive • Mesquite, Texas 75149 • 214-533-6432 • E-mail: [fknutzen@tx.rr.com](mailto:fknutzen@tx.rr.com)

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## OBJECTIVE

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Desire a challenging position in a technical or managerial environment which will productively utilize my extensive technical and supervisory skills and experience.

## EMPLOYMENT

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OWNER-MANAGER, RETAIL STORE 2002- 2008  
*Wild Birds Unlimited* *Mesquite, Texas*

Formed my own corporation, Frank's Birds, Inc., and purchased an existing Wild Birds Unlimited franchise retail store.

- Developing the business plan including forecasting sales, cash flow, and staff requirements.
- Supervising staff of three sales associates. Responsible for assigning daily duties and customer service training. Interview prospective employees and have the hiring/firing responsibilities.
- Responsible for all corporate accounting/administrative duties including A/P, A/R, payroll, reconciliation, and government filings.
- Developing marketing program including monthly newsletters, brochures, and other advertisements. Supervise bulk mail preparation and submission directly to the Post Office.
- Approving all purchase orders. Oversee receiving, pricing and visual merchandising.
- Maintaining multiple PC computers including Point-of-Sale.
- Responsible for all aspects of the day-to-day activities of the retail operation.

GENERAL MANAGER 2000 - 2002  
*e. l. marsden wireless, inc.* *Terrell, Texas*

Served as General Manager for a small business. Responsible for the day-to-day management of operations involving manufacture of television transmitters.

- Designed a specialized circuit card assembly. Supervised manufacture, testing, and integration into final product. Produced schematics, parts lists, test procedures, and technical descriptions for incorporation into product instruction manual.
- Acted as senior configuration management engineer.
- Responsible for maintaining specifications for electronic components. Worked closely with suppliers and manufacturers to ensure timely deliveries of compliant parts.
- Created full-color advertising brochures for various company products.
- Produced advertising artwork for publication in trade magazines.
- Prepared proposals for foreign customers. Developed pricing spreadsheets and performance/compliance matrixes. Submitted full-color proposal packages using desk-top publishing technology.
- Developed and implemented Personnel Policy, Organizational Charts, job descriptions, and formal job review procedures.
- Key in implementing "simple IRA" retirement plan for all employees.

- Edited company web page.
- Created e-commerce store on Yahoo for sale of company products.
- Implemented PC-based credit card sales system for support of phone orders.

MANAGER, CUSTOMER SUPPORT GROUP / SENIOR ELECTRONICS TECHNICIAN 1985 - 1999  
*Continental Electronics Corporation* Dallas, Texas

Managed the Customer Support Group which is responsible for providing 24-hour spare parts support for commercial and government radio transmitters world-wide.

- Supervised staff of six specialists. Scheduled daily work assignments and after-hours activities ensuring continuous support for world-wide customers.
- Instilled positive and “can do” attitudes when dealing with customers who had outdated equipment. Designed and documented retrofit kits to replace obsolete parts and assemblies. Supported transmitters that were more than fifty years old.
- Coordinated engineering efforts and drafted engineering change notices to maintain configuration management of drawings and written specifications. Composed material and part specifications and standards.
- Collaborated with material services to ensure adequate part and assembly stock levels. Reviewed and proposed minimum and maximum stock levels and reorder points.
- Assisted purchasing agents in procuring substitutes for unavailable parts, including parts specified in obsolete military specifications. Initiated revisions to specifications as required. Facilitated development of second sources for materials.
- Reviewed requisitions and purchase orders at a program level ensuring delivery of compliant parts to meet production requirements.
- Coordinated with production control department to ensure timely deliveries of manufactured circuit cards and complex assemblies. Supervised test technicians during final testing. Developed test procedures as required.
- Performed final quality assurance inspections and ensured compliance with U.S. Government QAR standards.
- Interfaced with MIS to customize MRPII computer system leading to improved efficiency and profitability.
- Authored formal department operating policy which included more than thirty procedures meeting ISO requirements. Trained department personnel in ISO standards and specific company and department procedures contributing to successful ISO 9001 certification.
- Pioneered e-commerce with the U.S. Government utilizing a VAN service. Reached commercial customers by creating and maintaining a store front with on-line ordering on Yahoo. Established on-line ordering for antenna installations through the Thomas Register web site.
- Created spreadsheets, databases, templates and other computer tools to enhance productivity and improve customer service.
- Submitted provisioning data to the U.S. Government utilizing ICAPS-PC Provisioning Program. Provided ongoing support and research for Battle Creek. Calculated electronic equipment reliability using methods contained in Military Handbook 217 and system availability in accordance with Military Handbook 472.
- Designed computer controlled tuning system for 2 Megawatt VLF transmitter for the government of India. Contributed to the design and fabrication of numerous VLF and LF transmitters located throughout the world.

ELECTRONICS REPAIR SUPERVISOR  
*Telcom International, Inc.*

1978 - 1984  
*Amman, Jordan*

Supervised a staff of seven electronics technicians and performed depot-level electronic repairs on a country-wide microwave system with linked VHF/UHF radio systems. Reduced evacuation of failed equipment for factory repairs from 50% to less than 1%.

- Coordinated and scheduled work assignments. Managed day-to-day activities employee relations and discipline problems. Informally reviewed technician's work through discussion of work progress.
- Provided on-the-job training for technicians including Jordanian nationals. Demonstrated correct procedures and closely monitored new technicians to answer questions and to ensure the quality of their work.
- Determined probability of equipment failure and recommended parts and supplies needed to enable field and depot repairs. Authored repair part specifications to facilitate open market purchases.
- Determined inventory levels and procurement procedures to maintain adequate in-country stock to meet operational requirements. Maintained over 5,000 line items for multiple customers on a manual inventory system.
- Performed complex field and bench repairs on a variety of specialized communications equipment including microwave, multiplex, UHF, VHF, voters, HF, filters, cavities, E/M signaling, power supplies, stationary batteries, and solar power equipment. Designed and build test fixtures and field simulators to facilitate module and subassembly repairs.
- Compiled monthly progress reports. Forecasted future requirements for repair department including specifying new test equipment and tools for facility expansion.

STAFF SERGEANT  
*United States Marine Corps.*

1971 - 1978  
*Korea and U.S. Locations*

Completed various domestic and foreign duty assignments as a communications supervisor and an electronics/crypto/teletype technician. Received "excellent-to-outstanding" performance evaluations, letters of commendation and a Meritorious Mast. Held top secret security clearance. Served as communications liaison to First Korean Marine Division in Pohang, Korea. Awarded the Navy Commendation Medal. Earned an Honorable Discharge. Responsible for the following equipment:

- HF, VHF, UHF and multichannel radio systems.
- Top secret security clearance.
- Models 3, 14, 28, & 29 teletypes and related terminal and patching systems.
- Electrical power plants and distribution to 60 KW, 3.3 KV.
- Tactical telephone systems and switchboards.
- Data and voice crypto equipment.

FIELD SERVICE TECHNICIAN  
*General Communications, Inc.*

1968 - 1970  
*Omaha, Nebraska*

Apprenticed as field service engineer responsible for maintaining a state-wide linked UHF/VHF

radio system. Installed mobile vehicular radios. Performed general maintenance, system alignments and field repairs.

## EDUCATION

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UNDERGRADUATE STUDY 1969 - 1971  
*Iowa State University* Ames, Iowa

Completed 1 year towards B.S.E.E.

HIGH SCHOOL DIPLOMA 1964 - 1969  
*Carroll High School* Carroll, Iowa

Completed college preparation curriculum. Graduated 2<sup>nd</sup> in class.

## TRAINING

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### CONTINENTAL ELECTRONICS CORPORATION

- ISO 9000
- Quality Assurance Program

### UNITED STATES MARINE CORPS

- Basic Electronics Course (24 weeks). Graduated 1<sup>st</sup> in class.
- Teletype Repair Course (12 weeks).
- Limited Crypto Repair Course (2-1/2 weeks). Graduated 1<sup>st</sup> in class.
- Model 28 Fixed Plant Teletype School (14 weeks). Graduated 2<sup>nd</sup> in class.
- Model 28 Low Level School (3 weeks).

## SPECIAL SKILLS

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- Microsoft Literate: Windows 98SE/XP, Office, Word, Excel, Outlook, Power Point, and Retail Management System (RMS).
- Working knowledge of Corel Office: Word Perfect, Quattro Pro, Presentations.
- Skilled in Quick Books, as well as Norton, and other computer maintenance and troubleshooting tools.
- Fluent in ICAPS-PC Provisioning Program through version 4.2 and Alpha Four/Five.
- Familiar with vacuum tube technology.

## LICENSES & SECURITY CLEARANCE

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- Certified Electronics Technician, Journeyman, Communications.
- Top Secret Security Clearance (Elapsed)
- Second Class FCC Radiotelephone. (Elapsed)
- Advanced Class Amateur Radio.

#### INTERESTS AND ACTIVITIES

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- Boy Scout Leader, Troop 90 Quartermaster
- Amateur Radio
- Birding and Nature Study
- Model Railroading
- Church Organist
- Computers

#### REFERENCES

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- References and credentials are available upon request