

James Atherton

Metallurgical Lab Technician
David N French Metallurgists
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Analytical minded individual with experience leading teams by inspiring personal growth, developing future leaders through training and mentoring, building professional relationships with internal and external contacts, developing new systems and processes to increase productivity and leading associates in both client service and operation roles.

Education

Murray State University, Murray, Kentucky

Bachelor of Science - Occupational Safety and Health - Safety Management December 2001

GPA Overall 3.0/4.0; GPA in Major 3.6/4.0; RAC/ABET certified program
Safety Management Option

- Related studies include safety management, fire protection, industrial hygiene, environmental operations, risk management, and hazardous material handling.
- Elective study courses included Electrical Engineering and Technical Writing.

Professional Experience

David N. French Metallurgists, Brooks KY

2021-present

Metallurgical Lab Technician

- Receive, document, and photograph metallurgical samples
- Prepare samples according to a Material Evaluation Plan (MEP)
- Prepare samples using metallurgical lab equipment (bandsaw, mounting press, grinder/polisher)
- Assist with field service boiler inspections

The Rawlings Company, LaGrange KY

2008-2020

Support Manager – Group Contact Associate Team 2017-2020

- Managed team of employees with a consistent record of growth in achieving operations goals.
- Completed performance reviews and submitted promotional suggestions to upper-level management.
- Established objectives for staff, monitored performance, and utilized developmental coaching strategies to improve department results.
- Developed process scope for new secure portal to streamline information collection from employer groups needed for analysts to complete investigations. The portal increased completion percentage by 10% and reduced average turnaround time by 33% over the previous process.

- Managed business operations, worked closely with senior management to develop performance metrics, built operating dashboards, and monitored performance. Decreased completion percentage by 15% and reduced turnaround time by 32%.
- Mentored many entry-level associates to achieve analyst and leadership positions.

Group Contact Associate

2009-2017

- Communicated with client and employer groups to obtain information necessary for the Coordination of Benefits Audit Division.
- Worked with client representatives to set up working relationships with the client or group representatives to prevent or resolve abrasion issues.

Claims Research Analyst

2008-2009

- Commercial and Medicare medical claims recovery.
- Contacted insurance subscribers, providers and other insurance carriers through mail and phone communications to obtain and verify insurance coverages.
- Researched insurance claims and subscriber information in client insurance providers' claims systems.
- Verified and updated Medicare and clients with correct insurance primacy information.
- Worked with providers to bill correct providers for claims incorrectly paid by client and recovered overpayments for the client.

The Kroger Company, Louisville KY

2002-2008

Co-Manager

2003-2008

Management Trainee

2003-2003

Store Associate

2002-2003

- Maintained daily operations of 150+ employees in a union environment.
- Maintained safety program and lead monthly safety meetings, performed safety audits, maintained training compliance records, performed equipment operation checks, and prepared meeting notes sent to the corporate office.
- Maintained loss control program and lead loss control committee, tracked product loss in perishable departments through known loss reports and tracking inventory levels. Prepared weekly budgets and monitored scheduling for coverage and efficiency requirements.
- Ensured customer service and addressed customer complaints.
- Assisted in the selection, training, development and performance of store associates.

Michelson Jewelers, Murray KY

Sales Associate

1999-2002

Army Corps of Engineers, Olmsted IL

Occupational Safety and Health Student Trainee

1999-1999

- Performed safety walk-through with members of management from contractors.
- Developed Activity Hazard Analyses for different activities occurring on-site.
- Developed material to be presented during weekly safety meetings.
- Researched OSHA and COE standards.
- Presented recommendations for emergency plans.