ROBERT RAHM

CNC PROGRAMMING ● MANUFACTURING TECHNOLOGY ● PROCESS AUTOMATION

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PROFESSIONAL SUMMARY

CNC programmer/operator and manufacturing technology professional who combines shop-floor production knowledge with software and process automation. Experience includes laser programming, Cabinet Vision workflows, panel processing equipment, production troubleshooting, estimating/material logic, and data-driven process improvement.

CORE SKILLS

CNC / Laser Programming • Cabinet Vision • **LightBurn** • EnRoute • **Panel Saw** • Edgebander • **Boring Machine** • Production Troubleshooting • **Material Planning** • Excel Analysis • **Workflow Automation** • Quality / Process Control

PROFESSIONAL EXPERIENCE

Manufacturing Technology / CNC Programmer & Operator

TFL Door | Current

- Program and operate CNC/laser equipment for production work while supporting the digital systems that feed the shop floor.
- Work with Cabinet Vision, LightBurn, EnRoute, panel saws, edgebanders, and boring machines across cabinet-door and panel-processing workflows.
- Translate order and design information into production-ready data; troubleshoot dimensional, material, nesting, and workflow issues before they reach production.
- Build automation around estimating, material requirements, order intake, and production tracking to reduce hand-entry and prevent avoidable errors.
- Combine hands-on machine knowledge with software/API development, Excel analysis, and process design to improve throughput and repeatability.

TRANSFERABLE TECHNICAL & LEADERSHIP EXPERIENCE

Smart Chat Manager / System Ambassador / Technical Support

AT&T

- Advanced from frontline support into escalation, systems troubleshooting, process improvement, and team management.
- Managed approximately 5–6 people supporting frontline representatives; diagnosed complex issues across devices, applications, provisioning, billing, and networks.
- Used data, automated reporting, and repeatable visual/process guides to solve recurring problems and improve consistency across teams.
- Consistently ranked Top 5 overall CSD and Top 5 for chats taken; achieved 112.2% in Jan. 2023 and 110.5% in Feb. 2023.

EARLIER LEADERSHIP & BUSINESS EXPERIENCE

Executive Chef / Executive Sous Chef

Multiple Restaurants | 2004–2016

- Managed teams of up to 30, including hiring, scheduling, training, performance management, food/labor cost control, and standardized kitchen workflows.

Founder / Operator — Bitcoin Brokerage

2017–2018

- Built websites, networked mining rigs, and managed cryptocurrency buying, selling, and trading across major exchanges.

Full Counselor / Teacher

Mission Bible Training Center | 2019–2020

- Counseled people facing emotional, psychological, and substance-abuse challenges; taught weekly classes and participated in daily team leadership meetings.