

JASON C. DIXON

Solutions Engineer · Operations & Quality Leader · Modular & Prefab Manufacturing

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PROFESSIONAL SUMMARY

Operations and quality leader turned solutions engineer, helping modular and prefab manufacturers improve quality, throughput, and accountability by aligning operations, technology, and people around systems that work on the factory floor. Career spans operations leadership, quality management, training and leadership development, and solutions engineering across manufacturing and offsite construction — building quality systems from the inside as a Quality Control Manager and implementing operational technology from the outside as a Solutions Engineer. Twenty-plus years leading and coaching teams, with a record of measurable improvement: implementation timelines cut by more than half, rework reduced 30%, and adoption increased across key accounts. Available to serve as an Owner's Representative or Owner's Agent on modular and prefab projects. Current build focus is AI engineering: building the internal tools, automations, and reporting operations work needs, and applying AI inside manufacturing operations for analysis, documentation, and decision support.

CORE COMPETENCIES

Operational Excellence & Continuous Improvement · Quality Management Systems & CAPA · Solutions Engineering & Technical Discovery · Modular & Prefabricated Construction Operations · Process Mapping & Workflow Design · Implementation & Change Management · Owner's Representative & Owner's Agent · AI Engineering & Workflow Automation · AI Applied to Manufacturing Operations · KPI Development & Executive Reporting · Training, Coaching & Team Leadership · Account & Sales Management

PROFESSIONAL EXPERIENCE

Solutions Engineer

Sep 2022 – Present

Offsight · Full-time · United States

- Deliver operational excellence consulting to modular and prefab construction clients, aligning software capabilities with operational goals to improve efficiency and reduce errors.
- Lead end-to-end client onboarding — from requirements gathering and software configuration through training and post-launch support — **cutting average implementation time by over 50%**.
- Partner with product and development teams to translate client needs into feature updates, resulting in a **25% increase in user adoption rates** across key accounts.
- Conduct on-site and virtual workshops for client teams, ensuring participants achieve competency benchmarks within the first month of training.
- Design customized workflow configurations and integrations that streamline communication between engineering, production, quality control, and other key departments.
- Act as trusted technical advisor to stakeholders, using data-driven analysis to identify operational bottlenecks and recommend high-ROI process changes.
- Collaborate with sales teams to provide solution-focused demonstrations, increasing close rates on targeted accounts.

Quality Control Manager

Aug 2019 – Sep 2022

Volumetric Building Companies · Full-time · Hamlet, NC

- Developed and implemented end-to-end quality assurance systems ensuring compliance with building codes, engineering specifications, and customer requirements — **reducing rework by 30%**.
- Established layered process audits and corrective action protocols, driving continuous improvement across production lines and service operations.
- Coordinated with engineering, production, and third-party inspectors to streamline inspections, **cutting project completion timelines by 15%**.
- Created digital process tracking and reporting tools, improving transparency between departments and enabling real-time quality performance monitoring.
- Built and led cross-functional quality and service teams, fostering a culture of accountability and continuous improvement.
- Designed and rolled out customer service follow-up procedures that **boosted post-delivery satisfaction scores by 20%**.
- Served as a change management leader, introducing operational excellence practices that improved production throughput without sacrificing quality standards.

Service Manager

Jan 2018 – Sep 2019

Ritz-Craft Custom Homes → Volumetric Building Companies · Full-time · Hamlet, NC

- Managed post-delivery service resolution across builder and homeowner accounts, directing work between production, field crews, and customers.

District Manager

Oct 2016 – Jan 2018

CZ Wireless, Inc. · United States

- Charged with building the business to multi-store locations and increasing profits while managing employees, inventory, vendor relationships, purchasing, marketing, and day-to-day operations.
- Increased sales by over 15% year over year in every key performance indicator, and grew profits by over 25% year over year.
- Launched a new business venture as Business Solutions Consultant, delivering business-to-business IT solutions.

Regional Account Manager

Mar 2015 – Sep 2016

Ritz-Craft Custom Homes · Hamlet, NC

- Tasked with building and maintaining a low-producing territory into a multi-million dollar territory with consistent growth and orders; prospected new builders and served the existing builder network.
- Increased total sales 38% year over year in 2015 and signed the largest account in the Southeast coastal territory in 2016.
- Processed estimates, managed order changes, negotiated accounts, and assisted clients with marketing to their own customers.
- Maintained market presence through client and prospect visits, promoting new product lines and services, and providing post-purchase service follow-up.

Store Manager

Dec 2011 – Feb 2015

AT&T · Alltel Wireless · North Carolina

- Key to the implementation of new billing systems during a migration of more than 600,000 customers — supporting multiple locations through training, troubleshooting, issue reporting, coaching, and customer escalations.
- Organized a retail location for the first week of the system migration to minimize customer inconvenience.
- Trained and held accountable new and current employees across a four-county North Carolina market; developed sales training and sales tracking, and set goals for the market and individual sales people.
- Documented and reported store and sales representative performance findings to management.

Sales Representative → Assistant Store Manager

Sep 2001 – Dec 2011

Alltel Wireless · Laurinburg, North Carolina

- Trained and held accountable new and current employees in wireless communications retail; developed sales training and sales tracking programs and set goals for individual sales people.
- Managed the retail location as store manager and coached sales representatives to improve performance.

CERTIFICATIONS

Offsight Certified: Materials & Inventory Management

Offsight · Issued Dec 2024 · ID 133916915

Offsight Certified: Labor Tracking and Timesheets

Offsight · Issued Dec 2024 · ID 133916783

EDUCATION

Richmond Community College

Computer Technology · 1999–2000

Richmond Senior High School

Diploma · 1999 graduate

Coursework: Programming and Logic

HONORS

Alltel Sales Gold Circle Winner for 2003

Alltel Corporate Management · Jan 2004
Top sales in a three-county region; placed in the top 10 for the market.