

Meet the Bales Team



Stacey Bales

PRESIDENT

Stacey Bales brings 25+ years at Bales Metal Surface Solutions, serving as President since 2009, with board roles at HR Source and the Chicago Surface Finishing Foundation. She has been recognized with TMA's inaugural Young Leader Award, the NASF Award of Merit, and spots on the Products Finishing 40 Under 40 and Plastics News Rising Stars lists, all guided by a people-first leadership style.

Doug Pabst

OPERATIONS MANAGER

Doug Pabst offers 20+ years of manufacturing and transportation leadership experience, combining an MBA from Northern Illinois University, Six Sigma Black Belt certification, and FAA Airframe and Powerplant licenses to drive efficient, high-performing operations. He has led initiatives improving efficiency, reducing costs, and strengthening customer relationships.

Doug@BalesUSA.com
Direct: 331-777-4089

Wyatt Harding

QUALITY MANAGER

Wyatt Harding contributes 30+ years of quality and manufacturing experience, with deep technical expertise in injection molding, electroplating, electroforming, metal finishing, and chemical operations. He leads customer-focused improvement initiatives, develops practical solutions to complex challenges, and ensures precision, reliability, and high performance across all manufacturing processes.

Wyatt@BalesUSA.com
Direct: 331-777-4081

Rich O'Brien

ACCOUNT MANAGER

Rich O'Brien provides 30+ years at Bales, pairing extensive institutional knowledge with a consultative, relationship-driven approach to solving complex technical challenges. He is recognized for building long-term trusted partnerships and delivering tailored, high-impact solutions. His expertise spans both technical processes and strategic problem-solving,

Rich@BalesUSA.com

Direct: 331-777-4092

Rich Wozniak

ACCOUNT MANAGER

Rich Wozniak brings 35+ years of mold-making and manufacturing experience, from CNC milling and EDM machining to operations leadership in plastic injection and LSR overmolding. He uses his technical expertise to help molders solve complex challenges, develop tailored solutions, and extend mold life through precision coatings and finishes.

RichW@BalesUSA.com

Direct: 331-777-4078

Kevin Cavanagh

ACCOUNT SPECIALIST

Kevin Cavanagh is focused on delivering exceptional customer experiences. He excels at understanding client needs and providing tailored solutions to meet each customer's unique challenges. Known for timely communication, consistent follow-through, and a proactive approach, he ensures customers are supported at every stage, helping them navigate complex situations.

Kevin@BalesUSA.com

Direct: 630-310-5314

Irene Schmidt

CUSTOMER SERVICE

Irene Schmidt delivers responsive, solutions-driven customer service with a strong focus on communication, coordination, and reliability. She excels at understanding customer needs, resolving issues quickly, and fostering long-term relationships, ensuring every interaction reflects Bales' commitment to quality and customer satisfaction.

Irene@BalesUSA.com

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