

## Operations Manager

*Innovative operations manager with 12 years of experience and a neck for overhauling stagnant operations processes with lean manufacturing and Kaizen integration strategies turning losses into profits. Slashed inventory costs by 32% in the last 19 months. A certified member of the American Management Association and currently completing a Ph.D. In Machine Learning with Stanford University.*

## Career Experience

Operations Manager at Sheen, Bowman & Gillespie Architects, Ney York

January 2022 — July 2024

*Introduced the Appreciation Languages at Work programme to all franchises in the group, which boosted employee morale and satisfaction levels, ultimately decreasing staff turnover by 35% in the last year.*

- Plan, coordinate and manage employees of the accounting, human resources, and marketing departments to ensure the on-time and on-budget successful completion of projects
- Review all project drafts, drawings, and regulatory documents to provide a clear understanding of work scope and clarify potential issues
- Ensure adequate staff allocation for project requirements
- Conduct SWOT analysis per project and for the company as a whole to identify risks and leverage on opportunities

Operations Manager at LGS Foods, Charleston

July 2019 — December 2021

*Established temporary service level agreements with local suppliers to increase Just In Time delivery frames by 33% during busy seasonal periods such as Christmas and Easter.*

- Oversee franchise recruitment and development programs
- Analyze and review operational workflow processes of franchising systems
- Scrutinize all sales metrics and food production figures
- Implement time-motion analysis mechanisms to improve quality
- Evaluate efficiencies and introduce automated wrapping tools to enhance economies of scale
- Report to the executive team monthly regarding the performance metrics of all franchises

Assistant Operations Manager at Just Letting Property Management, Raleigh

November 2018 — June 2019

*Introduced the Appreciation Languages at Work programme to all franchises in the group, which boosted employee morale and satisfaction levels, ultimately decreasing staff turnover by 35% in the last year.*

- Compile multiple property budgets exceeding 1 million dollars per month
- Conduct weekly performance reviews with property managers and report these to executive management
- Implement best practice process flow models within the sales and marketing departments

- Oversee contract negotiation with new clients
- Manage property inspection schedules and maintenance projects
- Responsible for negotiations with insurance companies and maintenance contractors

## Education

Ph.D. in Business Administration, May 2019 — Present  
California University, San Diego

Masters in Business Administration, June 2016 — March 2018  
University of Indiana, Bloomington

## Areas of Expertise

- Business Strategy
- Strategic Planning
- Distribution
- Strategy Development
- Financial Analysis
- Project Management
- Enterprise Resource Planning
- Operations
- Logistics
- Product Life Cycle Management

## Affiliations

Certified Manager (CM) – Institute of Certified Professional Managers, Reston, VA – May 2019 – May 2019

CSCP - Certified Supply Chain Professional – APICS, Chicago, IL – January 2019 – March 2019

Six Sigma Black Belt Certification – American Association for Quality (ASQ), Milwaukee, WI – July 2013 – August 2013