



AIDEN KELLY

Operations Manager

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My Life Philosophy

Success is not the key to happiness. Happiness is the key to success. If you love what you are doing, you will be successful.

Summary

Experienced Operations Manager with a proven track record in leading and optimizing operations to drive profitability and customer satisfaction. Proficient in supply chain optimization, process improvement, and team leadership. Successfully implemented cost-saving initiatives resulting in annual savings of \$500,000. Accomplished accomplishments include leading successful product launches and improving safety performance. Passionate about driving operational excellence and fostering collaborative relationships. Bachelor of Business Administration (BBA) from the University of Business Studies. Lean Six Sigma Black Belt and Project Management Professional (PMP) certified. Enthusiastic about joining a dynamic company like Igloo, where I can contribute to the development and improvement of service provision.

Strengths

⚡ Leadership

Achieved successful outcomes through effective team leadership, fostering collaboration, and empowering others to reach their full potential.

★ Problem Solving

Demonstrated ability to identify and resolve complex operational challenges, resulting in improved efficiency and cost savings.

🗣 Communication

Strong interpersonal and communication skills, effectively conveying information and building relationships with stakeholders across all levels.

Experience

Igloo

Operations Manager

Location

2022 - Ongoing

Led the Vehicle Preparation Services division, overseeing the inspection, storage, services, and delivery of vehicles for customers. Ensured accurate pricing, minimized damage to customer vehicles, reduced costs, tracked performance indicators, and maintained health and safety guidelines. Established and maintained excellent relationships with colleagues, clients, and agency workers.

- Implemented pricing strategies resulting in increased profitability for Igloo
- Managed training programs, minimizing risk of damage to customer vehicles
- Led data analysis initiatives, driving reductions in costs incurred by Compound and PDI staff
- Tracked and recorded key performance indicators, ensuring performance met agreed upon targets
- Ensured compliance with health and safety guidelines
- Managed staffing levels and addressed HR issues in accordance with legislation