

DOUGLAS CASTRO

BUSINESS OPERATIONS MANAGER

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SUMMARY

Experienced and proven Business Operations Manager with 6+ years' experience providing insight and support by developing, applying, and implementing high-impact solutions that improve processes, procedures and overall results.

EDUCATIONAL QUALIFICATIONS

UNIVERSITY OF CAMBRIDGE	Expected Graduation 2020
Master of Operations and Supply Chain Management	
TECHNICAL UNIVERSITY OF BERLIN	2018
Six Sigma Yellow Belt	
UNIVERSITY OF FLORIDA	2011
Certificate of Completion: Alternative Energy – Solar and Wind Energy	
UNIVERSITY OF TECHNOLOGY, FT. MYERS	2010
Bachelor of Business Management and Administration: Production and Operations Management Minor: Banking and Financial Services	

RELEVANT SKILLS & AREAS OF EXPERTISE

Quality Assurance | Microsoft Office Suite | Lean Management | Project Management | Continuous Improvement | Human Resource Management | Change Management | Microsoft Project | Microsoft Visio | Information Technology |

WORK EXPERIENCE

RENEWABLE ENERGY AND POWER Co. (FT. MYERS, FL) General Manager 	2015 – Present
<i>Project manager overseeing the implementation of energy efficiency systems for high-value customers. Manage a team of 50 full-time employees and multiple subcontractor teams averaging 25 persons/team.</i>	
<ul style="list-style-type: none">• Responsible for implementing multiple systems valued over \$150,000 and completing multiple projects managing over \$5.6M• Increased YOY revenue 35% by implementing data collection for KPI metrics• Supervised and coordinated the execution of Energy Audits and Lighting Efficiency Projects• Facilitated the implementation of organizational policies and protocols for Job Management, Accounting, Inventory Control and Human Resource Management• Improved business operations by implementing sound strategies which increased and sustained profitability• Successfully increased employee morale by using effective leadership and motivation strategies like team building initiatives• Implemented annual staff training schedule for Field Technicians to maintain industry standards in safety and technical competence• Continuously monitor the management of motor vehicle fleet to minimize vehicle-related expenses	

