

Carl Watson, Operations Manager

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PROFILE

Experienced and effective Operations Manager bringing forth valuable industry experience and a passion for management. Results oriented with a proven track record of improving overall operations within a company or department. Adept in analytical thinking, strategic planning, leadership, and the management of staff and procedures.

EMPLOYMENT HISTORY

Apr 2014 — Jan 2018	Operations Manager, New York University	New York
	<ul style="list-style-type: none">• Successfully led all daily operational aspects in the Human Resources Department of the undergraduate school.• Managed and evaluated workflow and productivity, making changes where necessary.• Developed and implemented performance standards and procedural changes to drive productivity and quality.• Effectively directed and oversaw staff, designing schedules to meet the needs of the department as well as the needs of employees.	

May 2011 — Mar 2014	Assistant Director of Human Resources Department, New York University	New York
	<ul style="list-style-type: none">• Effectively helped to managed Human Resources concerns and department workflow.• Developed and fostered positive relationships with University members and outside contacts to help achieve program objectives.• Maintained extremely well organized records and handled all HR matters with confidentiality and the application of company standards.	

EDUCATION

Aug 2012 — May 2014	Master of Management, New York University	New York
Aug 2007 — May 2011	Bachelor of Communications, Hunter College	New York

SKILLS	Excellent Judgment Skills	Expert	Effective Management Strategies	Expert
	Strong Communication Skills	Expert	Staff Organizational Skills	Expert

REFERENCES

Chris Nelson from Hunter College

cnelson@hunter.edu • 212 2337-3233

Debrah Laines from New York University

laines@nyu.edu • 212 2863-2291

Malcolm Holder from New York University

holder@nyu.edu • 212 2863-8311

INTERNSHIPS

Jan 2011 — May 2011	Human Resources Intern, New York University	New York
	<ul style="list-style-type: none">• Assisted with student issues and concerns by working to resolve them professionally and quickly.• Served as a helpful assistant to all members of the HR department.	