

## 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.			
<b>EMPLOYMENT HISTORY</b>				
Apr 2014 – Jan 2018	Operations Manager, New York University	New York		
	<ul style="list-style-type: none"><li>• Successfully led all daily operational aspects in the Human Resources Department of the undergraduate school.</li><li>• Managed and evaluated workflow and productivity, making changes where necessary.</li><li>• Developed and implemented performance standards and procedural changes to drive productivity and quality.</li><li>• Effectively directed and oversaw staff, designing schedules to meet the needs of the department as well as the needs of employees.</li></ul>			
May 2011 – Mar 2014	Assistant Director of Human Resources Department, New York University	New York		
	<ul style="list-style-type: none"><li>• Effectively helped to managed Human Resources concerns and department workflow.</li><li>• Developed and fostered positive relationships with University members and outside contacts to help achieve program objectives.</li><li>• Maintained extremely well organized records and handled all HR matters with confidentiality and the application of company standards.</li></ul>			
<b>EDUCATION</b>				
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 Strong Communication Skills	Expert Expert	Effective Management Strategies Staff Organizational Skills	Expert Expert
<b>REFERENCES</b>				
	Chris Nelson from Hunter College cnelson@hunter.edu - 2 2337-328			
	Debrah Laines from New York University laines@nyu.edu - 2 2863-2291			
	Malcolm Holder from New York University holder@nyu.edu - 2 2863-8311			
<b>INTERNSHIPS</b>				
Jan 2011 – May 2011	Human Resources Intern , New York University	New York		
	<ul style="list-style-type: none"><li>• Assisted with student issues and concerns by working to resolve them professionally and quickly.</li><li>• Served as a helpful assistant to all members of the HR department.</li></ul>			