

NAME SURNAME

ADDRESS | T: | E-mail:

OPERATIONS MANAGER

A highly skilled professional with over 12 years of successful working experience in the field, including Operations Management, Team Leadership, Production, Cross-Functional Collaboration. Monitored and managed operational activities, documented and prepared reports as well as quickly and effectively solve customer challenges. Maintained quality control/satisfaction records, constantly seeking new ways to improve customer service. Confident, efficient, and flexible in a fast-paced multitasking environment.

CORE SKILLS AND COMPETENCIES

- Production Operations
- Critical and Analytical Thinking
- Time and Task Management
- Teamwork
- Operations Management
- Customer Service
- Collaboration
- Communication
- Team Leadership
- Problem Solving
- Multitasking
- Organization

PROFESSIONAL EXPERIENCE

- Operations Manager** 2015-2019
COMPANY, Location
- Managed operation functions including Inventory Management, Warehousing, Boxing and Shipping, Receiving, Housekeeping, and maintaining Hazardous and Personal Safety Practices.
 - Successfully developed and led a top-performing team in implementing production operations.
 - Operated resin filming machine and other tools for the manufacturing facility, including calipers and micrometers.
 - Facilitated business efficiency by implementing broad knowledge in technical documents, computer and software processes, and knowledge of ISO 9001.
 - Implemented a system that streamlined the process by 10%, and cut production time by 10%
 - Developed Safe Practices guidelines for production workers, resulting in improved work safety by 15% and significant cost savings to labor.

- Operations Manager** 2011-2015
COMPANY, Location
- Managed operations (project management, capacity planning, \$20M annualized budgets, territories, goals, and compensation plans) for 75 to 100 sales and marketing staff
 - Applied lean process improvement to increase productivity per hour by 50%.
 - Managed call center of virtual training reps who developed relationships with over 1,500.
 - Instituted framework for Business Intelligence Dashboards in 2013, contributing to a company.

- Production Worker** 2007-2011
COMPANY, Location
- Enforced safety procedures by facility policies and government regulations.
 - Reviewed weekly inventory charts and recorded facility needs and enhanced company reputation by making sure work areas were safe and clean.

EDUCATION

UNIVERSITY, Location
Bachelor of Science in Business Administration | 2009

REFERENCES AVAILABLE UPON REQUEST