

Mia Pearson, Operations Manager

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Place of birth	San Antonio	Driving license	Full
Nationality	American		

LINKS                      [Linkedin](#), [Who's Who](#), [Joomla](#)

PROFILE

*Innovative operations manager with 12 years of experience and a neck for overhauling stagnant operations processes with lean manufacturing and Kaizen integration strategies turning losses into profits. Slashed inventory costs by 32% in the last 19 months. A certified member of the American Management Association and currently completing a Ph.D. In Machine Learning with Stanford University.*

EMPLOYMENT HISTORY

Jan 2017 – May 2019	<b>Operations Manager, Sheen, Bowman &amp; Gillespie Architects</b>  <i>Introduced the Appreciation Languages at Work programme to all franchises in the group, which boosted employee morale and satisfaction levels, ultimately decreasing staff turnover by 35% in the last year.</i> <ul style="list-style-type: none"><li>Plan, coordinate and manage employees of the accounting, human resources, and marketing departments to ensure the on-time and on-budget successful completion of projects</li><li>Review all project drafts, drawings, and regulatory documents to provide a clear understanding of work scope and clarify potential issues</li><li>Ensure adequate staff allocation for project requirements</li><li>Conduct SWOT analysis per project and for the company as a whole to identify risks and leverage on opportunities</li></ul>	Ney York
Dec 2012 – Dec 2016	<b>Operations Manager, LGS Foods</b>  <i>Established temporary service level agreements with local suppliers to increase Just In Time delivery frames by 33% during busy seasonal periods such as Christmas and Easter.</i> <ul style="list-style-type: none"><li>Oversee franchise recruitment and development programs</li><li>Analyze and review operational workflow processes of franchising systems</li><li>Scrutinize all sales metrics and food production figures</li><li>Implement time-motion analysis mechanisms to improve quality</li><li>Evaluate efficiencies and introduce automated wrapping tools to enhance economies of scale</li><li>Report to the executive team monthly regarding the performance metrics of all franchises</li></ul>	Charleston
Jan 2009 – Dec 2011	<b>Assistant Operations Manager, Just Letting Property Management</b>  <i>Introduced the Appreciation Languages at Work programme to all franchises in the group, which boosted employee morale and satisfaction levels, ultimately decreasing staff turnover by 35% in the last year.</i> <ul style="list-style-type: none"><li>Compile multiple property budgets exceeding 1 million dollars per month</li><li>Conduct weekly performance reviews with property managers and report these to executive management</li><li>Implement best practice process flow models within the sales and marketing departments</li><li>Oversee contract negotiation with new clients</li><li>Manage property inspection schedules and maintenance projects</li><li>Responsible for negotiations with insurance companies and maintenance contractors</li></ul>	Raleigh

EDUCATION

May 2019 – Present	<b>California University, Ph.D. in Business Administration</b>	San Diego
	2018 – Current Ph.D. in Business Administration, California University, CA	