

AUGUSTUS DACH

address

1471 Demarco Shoal
Detroit, Michigan, United States

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Experience

Operations Manager

San Francisco || Operations Manager || 07/2014 – present

- Adaptable to varied workloads, prioritized tasks, and independent decision-making ability to manage multiple functions simultaneously
- Analyzed daily operational metrics to monitor operational efficiency, equipment utilization, performance and profitability
- Assessed the quality and completeness or delinquency of team member activities
- Assisted other members of the Operations team with tasks or projects as needed
- Developed a strong relationship with internal and external teams
- Developed and implemented process enhancements
- Diagnosed and improved processes and procedures to ultimately improve performance and profitability
- Drove innovation and adoption of new technology that results in improved financial performance for the business
- Facilitated timely completion and closeout of corrective actions
- Identified, tracked and implemented effective corrective actions to prevent recurrence of deficiencies
- Interfaced with internal and external customers to answer inquiries and resolve issues and observations
- Managed compliance with all regulatory requirements and any associated reporting
- Managed general staff training and development
- Monitored budget and operational metrics
- Motivated and led team to meet and exceed the customers' expectations and the goals of the company
- Oversaw driver and dispatch personnel
- Oversaw productivity of multiple locations
- Performed analysis to explore issues/concerns to determine root and apparent causes and assist in fostering continuous improvement
- Resolved service tickets related to connectivity according to service level agreements
- Reviewed company and partner websites for quality assurance according to department guidelines
- Worked with account management and suppliers as needed to recommend the best connection option for each supplier
- Worked with partners and suppliers to solve connection problems

Education

Lim College

2009 – 2014