

JANET GRAY

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SUMMARY

Dedicated Operations Manager and effective leader who excels at using proven methods and cutting-edge technology to successfully cut costs, streamline operations and increase productivity. Assertive and enthusiastic, with extensive knowledge of process optimization and an unsurpassed worth ethic.

HIGHLIGHTS

- Strategic planning
 - Global and strategic sourcing
 - Negotiations expert
 - Procedure development
 - Financial oversight
 - Process improvements
 - Cost reduction and containment
 - Systems implementation
 - Team building
 - Analytical
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EXPERIENCE

NATIONAL GAS COMPANY Edinburgh, Scotland

- Operations Manager** 05/2009 to Current
- Generate revenue by coaching staff on effective prospecting and lead development strategies.
 - Monitor employee productivity and optimise procedures to reduce costs.
 - Consistently meet or exceed gross profit goals.
 - Maximised driver time and efficiency by revamping delivery schedules and workloads.
 - Increased productivity by 20% whilst simultaneously reducing head count by 10%.
 - Oversaw development and launch of additional delivery area routes.

SAMUELSON TRUCKING COMPANY Edinburgh, Scotland

- Operations Manager** 10/2006 to 04/2009
- Boosted delivery and scheduling efficiency by moving to computer database system.
 - Developed safety programmes that reduced incidents by 80% in one year.
 - Held monthly employee meetings to give information, take feedback, and provide updated training.
 - Supervised completion of financial paperwork and tracking reports.
 - Grew company market share by 25% in just 6 months.
 - Implemented new outreach programme aimed at post-delivery follow-up and new business development.

WESTERN MACHINERY Edinburgh, Scotland

- Operations Manager** 03/2002 to 09/2006
- Built and maintained effective accounts receivable and cash flow monitoring systems.
 - Identified inefficiencies and made recommendations for process improvements.
 - Effectively controlled costs and developed operating budgets.
 - Oversaw inventory, ordered new equipment, and scheduled repairs for damaged machinery.
 - Earned Top Performer Award for taking store to first place in region in total revenue earned.
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EDUCATION

BACHELOR OF SCIENCE: ACCOUNTING
University of Edinburgh, Edinburgh, Scotland
Minor in Finance