



MIA PEARSON

Operations Manager | LOS ANGELES, CA 90291, UNITED STATES | (541) 754-3010

○ DETAILS ○

1515 Pacific Ave, Los Angeles, CA
90291, United States
(541) 754-3010
email@email.com

PLACE OF BIRTH
San Antonio

NATIONALITY
American

DRIVING LICENSE
Full

○ LINKS ○

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○ SKILLS ○

Business Strategy

Financial Analysis

Operations

Strategic Planning

Project Management

Logistics

Distribution

Enterprise Resource Planning

Product Life Cycle Management

Strategy Development

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

○ Operations Manager at Sheen, Bowman & Gillespie Architects, Ney York

January 2017 – May 2019

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.

- 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
- Review all project drafts, drawings, and regulatory documents to provide a clear understanding of work scope and clarify potential issues
- Ensure adequate staff allocation for project requirements
- Conduct SWOT analysis per project and for the company as a whole to identify risks and leverage on opportunities

○ Operations Manager at LGS Foods, Charleston

December 2012 – December 2016

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.

- Oversee franchise recruitment and development programs
- Analyze and review operational workflow processes of franchising systems
- Scrutinize all sales metrics and food production figures
- Implement time-motion analysis mechanisms to improve quality
- Evaluate efficiencies and introduce automated wrapping tools to enhance economies of scale
- Report to the executive team monthly regarding the performance metrics of all franchises

○ Assistant Operations Manager at Just Letting Property Management, Raleigh

January 2009 – December 2011

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.

- Compile multiple property budgets exceeding 1 million dollars per month