

# MIA PEARSON

## Operations Manager

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Place of birth ..... *San Antonio*      Nationality ..... *American*  
Driving license ..... *Full*

### 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.*

### EXPERIENCE

❖ **Operations Manager, Sheen, Bow man & Gillespie Architects** ..... Jan 2017 – May 2019  
Ney York

*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, LGS Foods** ..... Dec 2012 – Dec 2016  
Charleston

*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, Just Letting Property Management** ..... Jan 2009 – Dec 2011  
Raleigh

*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
- Conduct weekly performance reviews with property managers and report these to executive management
- Implement best practice process flow models within the sales and marketing departments