

Mia Pearson, Operations Manager

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

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	Operations Manager, Sheen, Bowman & Gillespie Architects	Ney York
<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">• 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	
<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>		
Dec 2012 – Dec 2016	Operations Manager, LGS Foods	Charleston
<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">• 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	
Jan 2009 – Dec 2011	Assistant Operations Manager, Just Letting Property Management	Raleigh
<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">• 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• Oversee contract negotiation with new clients• Manage property inspection schedules and maintenance projects• Responsible for negotiations with insurance companies and maintenance contractors	

EDUCATION

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