

Mia Pearson



Operations Manager

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01 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.

02 EMPLOYMENT HISTORY

01/2017 – 05/2019

Operations Manager at Sheen, Bowman & Gillespie Architects

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

12/2012 – 12/2016

Operations Manager at LGS Foods

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