

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

Experience

Operations Manager 05/2009 to Current
National Gas Company Edinburgh, Scotland

- 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.

Operations Manager 10/2006 to 04/2009
Samuelson Trucking Company Edinburgh, Scotland

- 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.

Operations Manager 03/2002 to 09/2006
Western Machinery Edinburgh, Scotland

- 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.

Education

Bachelor of Science: Accounting
University of Edinburgh Edinburgh, Scotland
Minor in Finance