

# TRAVIS HILL

## Senior Operations Manager

✉ travishill@email.com

☎ (123) 456-7890

📍 Commerce City, CO

🌐 [LinkedIn](#)

## WORK EXPERIENCE

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### Senior Operations Manager

#### Offen Petroleum

📅 January 2016 - current 📍 Commerce City, CO

- Traveled 20% of the week to meet with operation centers to forecast staffing, budgetary, and equipment needs
- Negotiated with long-term vendors to secure 15% or more discounts, and formed relationships with new vendors
- Evaluated and reported on operational efficiency, presenting financial information, KPIs, and effectiveness of programs to leadership 3 times per year
- Documented operating procedures for fuelers, and relayed changes in DOT and OSHA compliance as needed

### Operations Manager

#### ENGIE North America

📅 April 2009 - January 2016 📍 Golden, CO

- Assisted in hiring processes as well as staff performance evaluations, conducting reviews and administering disciplinary action as required
- Created documentation surrounding safety, established drills 2 times per month, and regularly audited safety measures
- Listened to staff's needs, and restructured personnel shifts and assignments, resulting in an increase in retention by 29%
- Kept track of all plant costs, and communicated with leadership team recommendations for the operational budget

### Assistant Operations Manager

#### Mattress Firm

📅 December 2006 - April 2009 📍 Denver, CO

- Coordinated delivery schedules and staff schedules to reduce delivery delays by 18%
- Partnered with operations manager to create annual budget, and presented monthly reports to OM to decide adjustments
- Initiated customer service training specifically for delivery drivers, reducing instances of miscommunication with customers by 35%
- Recommended an employee incentive program that drove sales up by 23% in 2008

## EDUCATION

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Bachelor of Arts

Business Administration

**University of Colorado Springs**

📅 September 2000 - April 2004

📍 Colorado Springs, CO

## SKILLS

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Salesforce

Microsoft Excel, Microsoft Word,  
Microsoft Powerpoint

Tableau

Data analysis and reporting

Employee onboarding

Leadership experience