

DAVID SANSON

OPERATIONS MANAGER | LEADERSHIP | TRAINING | STRATEGIC PLANNING

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PROFESSIONAL SUMMARY

- Results-driven **Operations Manager** with over **20 years of leadership, training, and operational management experience** in both military and corporate environments. Proven expertise in optimizing **operational efficiency, team leadership, process improvement, and cost reduction**. Adept at **briefing senior leadership, developing KPIs, and implementing training programs** that enhance productivity and drive business success. A **United States Marine Corps veteran (E8/First Sergeant)** with a track record of excellence in **logistics, personnel management, and cross-functional team coordination**. Committed to continuous improvement, efficiency maximization, and fostering high-performing teams.

Key Achievements

- Increased Service Sales Growth** from **12.9% to 22.3%** (company target: 5%).
- Improved Service Gross Profit** from **52.4% to 69.9%** (company target: 62.5%).
- Reduced Operating Expenses** from **37.6% to 21.1%** (company target: <35%).
- Enhanced Operational Results** from **20.3% to 36.6%** (company target: >27.5%).
- Maintained **auto truck recovery** at an average of **170.2%** and **shop supply recovery** at **346.2%**.
- Increased **technician productivity** from **56.9% to 72%**.

CORE COMPETENCIES

Operations Management	Process Optimization	Strategic Planning	Execution	KPI Development
Performance Metrics	Vendor Relationship Management	Stakeholder Relationship Management	Training	
Budgeting	Cost Control	Leadership	Logistics	Team Development
				Risk Management
				Compliance
Customer Service	Client Relations	Technical Equipment	Supply Chain Management	Service Operations

PROFESSIONAL EXPERIENCE

Operations Manager

ASCENDUM MACHINERY

📅 10/2021 - Present 📍 Buford, GA

- Lead day-to-day **operations, workforce management, and strategic planning** to enhance efficiency and customer satisfaction.
- Developed and implemented a **new staff training program** to identify, coach, and advance high-performing employees.
- Negotiated vendor contracts**, securing cost savings of **\$3,000 per quarter**.
- Established **performance evaluation metrics** to optimize operational productivity and workforce development.
- Designed and enforced **risk management strategies**, reducing operational disruptions and enhancing compliance.
- Spearheaded **technological upgrades** that improved workflow efficiency and service delivery.
- Increased technician productivity** from **56.9% to 72%**, significantly improving service capacity.

Service Technician IV

UNITED RENTALS

📅 04/2018 - 10/2021 📍 Various Locations

- Conducted **technical troubleshooting and repairs**, ensuring **optimal equipment performance**.
- Provided **training and mentorship** to new hires, improving productivity and service consistency.
- Enhanced customer satisfaction** by maintaining a high standard of **service and professionalism**.
- Developed preventative maintenance strategies** to **minimize downtime and maximize efficiency**.
- Maintained detailed **documentation** of service activities, ensuring compliance and operational traceability.

First Sergeant (Senior Enlisted Leader, E8)

UNITED STATES MARINE CORPS

📅 06/1997 - 09/2017 📍 Multiple Global Locations

- Managed and **supervised over 500 personnel** in combat and operational environments.
- Conducted **logistics, supply chain, and personnel operations**, ensuring mission readiness and efficiency.
- Developed **training programs** for military and foreign personnel to improve combat preparedness.
- Advised **senior leadership** on personnel management, discipline, and operational effectiveness.
- Safeguarded **classified information**, ensuring compliance with **security protocols**.
- Led **performance evaluations**, identifying top talent and recommending promotions or additional training.

EDUCATION

Bachelor of Arts in Organizational Management

The University of Arizona Global Campus

📅 11/2024

CERTIFICATIONS & TRAINING

Leadership & Management Training (USMC)

Risk Management & Compliance Training

OSHA Safety Standards & Compliance

Military Operations & Strategic Leadership Certification

TECHNICAL SKILLS

Microsoft Office Suite (Excel, Word, PowerPoint)

ERP & Fleet Management Software

KPI & Data Analytics Tools

Logistics & Supply Chain Software

Preventative Maintenance Systems