

## Contact

[www.linkedin.com/in/galenfink](https://www.linkedin.com/in/galenfink)  
(LinkedIn)

## Top Skills

Workflow Optimization  
Performance Management  
Microsoft Office

## Certifications

Hire for Success

# Galen Fink

Operations Manager at Costco Wholesale  
Gilbert, Arizona, United States

## Summary

Experienced and forward-thinking Operations Manager with a proven track record of driving operational excellence through strategic leadership and transformative initiatives over 6 years. Recognized for building and motivating high-performing teams to consistently achieve outstanding results and foster continuous business growth. Instrumental in developing and executing strategic plans to optimize operations and forge strong client relationships in highly competitive and dynamic markets. Technologically adept with a proficiency in Microsoft Office Suite and a quick learner when it comes to mastering new technologies.

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## Experience

### Costco Wholesale

8 years 1 month

#### Operations Manager

August 2017 - Present (6 years 3 months)

Results-driven Operations Manager with a proven track record of successfully leading and optimizing multiple departments within Costco warehouses. Skilled in developing and implementing strategic programs to drive operational efficiency, utilizing six sigma techniques to evaluate and enhance existing processes. Experienced in cross-functional collaboration to achieve organizational goals and ensure seamless coordination between departments. Proficient in talent acquisition, promotion evaluation, and fostering a high-performing team. Committed to maximizing productivity, improving processes, and delivering exceptional results in fast-paced environments.

#### Customer Service Representative

October 2015 - July 2017 (1 year 10 months)

Dynamic and customer-focused Customer Service Representative with a diverse background across multiple departments at Costco, including membership, outside marketing, cashier, optical, food court, inventory auditor, and merchandising. Equipped with a comprehensive understanding of various

operational functions and a proven ability to deliver exceptional service. Known for effectively engaging with customers, addressing inquiries, and resolving issues to ensure optimal customer satisfaction. Adept at adapting to different roles and environments, leveraging cross-functional expertise to provide seamless support and enhance the overall customer experience. A results-driven professional committed to maintaining the highest standards of service excellence.

## Target Optical

### Non-licensed Optician

May 2012 - May 2016 (4 years 1 month)

Tucson, Arizona, United States

Skilled and knowledgeable non-licensed Optician with 4 years of experience providing exceptional vision care and eyewear solutions. Well-versed in assisting clients in selecting the perfect frames, lenses, and other optical products to meet their specific needs. Proficient in accurately measuring and fitting eyewear, ensuring optimal comfort and visual clarity. Adept at maintaining inventory, managing administrative tasks, and delivering outstanding customer service. Committed to staying updated with the latest industry trends and advancements to provide the highest level of care and satisfaction to every client.

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## Education

### University of Arizona

Bachelor's degree, Multi/Interdisciplinary Studies · (May 2017)