
Heke Harrison

Featherston 5710 | C: 0221230563 | E: heke.harrison@hotmail.co.nz

Summary

Ambitious and results-oriented individual with 5 years of experience in management rolls. Progress-driven planner adept at building and retaining high-performing teams. single-handedly controlled day to day operational planning, quoting within client budgeting and accurately providing resource management to ensure operational objectives were met successfully.

Skills

- Staff training and development
- Warehouse operations
- Inventory management
- Customer service
- Business and Operations Management
- Microsoft Excel experience
- Quoting and time management
- Stress control
- Self management

Experience

OPERATIONS MANAGER | 10/2019 to Current

United Movers - Grenada North, Wellington

- Performed timely and budget-complying project management on multi-faceted issues.
- Implemented conflict-resolution tactics by cooperating with clients and staff to achieve team objectives.
- Directed day-to-day operations by spearheading implementation of short-term and long-term strategies to achieve business plan and profitability goals.
- Managed company operations with responsibility for profit and loss, scheduling, training and inventory control.
- Conducted performance reviews providing coaching and feedback to benefit both company and employee.
- Planned daily operational strategies, including delivery routing and team workflows.
- Managed pre-inspections, site supervision, site measurements, scheduling and equipment management.
- Replenished inventory to maintain par levels and completed quarterly inventory audits, counted and updated inventory reports.
- Collaborated with staff to maximize customer satisfaction, streamline procedures and improve bottom-line profitability.

SUPERVISOR AND OPERATIONS MANAGER | 08/2012 to 10/2019

The Office Relocation Company (No longer active) - Wingate, Lower Hutt

- Controlled onsite works and staff through delegation and communication between clients, staff and management to ensure work completion and satisfaction.
- Assessed each employee's individual strengths and delivered mentoring to improve upon weak skill levels.
- Trained, managed and motivated employees to promote professional skill development.
- Assessed, optimized and elevated operations to target current and expected demands.
- Identified client business and operational needs and introduced services to provide solutions.

Education and Training

Heretaunga College - Upper Hutt | Some College (No Degree)

Tree House - Wellington | Some College (No Degree)

Customer Service

References

Chris Ward

Previous Operations Manager and Supervisor

The Office Relocation Company

022 040 1031

Aaron Irwin

Previous Branch Manager

The Office Relocation Company

027 641 0273