

## ABOUT ME

Forward-thinking Operations Specialist bringing 25 years of expertise in operations and customer service management to full-stack Web Development.

## CONTACT

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(484) 557-9965

[karna1014.github.io/KCPortfolio](https://github.com/karna1014/KCPortfolio)

Raleigh, NC

## EDUCATION

 **RIT**  
BA – Business

 **UNC – CODING BOOTCAMP**  
Full-Stack Web Dev  
2020

# KARNA CUTOLO

## FULL STACK WEB DEVELOPER

## OBJECTIVE

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## EXPERIENCE

### DELIVERY RECONCILIATION SPECIALIST

*(Jan 2019-March 2019)*

Reconciled all delivery runs and returns; developed pertinent schedules and conducted recurring inventories of supplies and property by implementing organized inventory management systems. Coordinated with in-house teams and supervised daily incoming and returning deliveries.

Delivered necessary leadership and training to the contract drive teams- stimulated team receptiveness towards policy changes.

### SMALL BUSINESS CONSULTANT

*(Jun 2016-Jan2019)*

Guided for all round business development; delivered strategic recommendations to improve sales and marketing.

Restructured the payroll system; upgraded the inventory maintenance, billing and invoicing process.

Trained and mentored different teams to improve productivity, meet targets, and handle customers.

### DIRECTOR OF OPERATIONS

*(Aug 2010-Oct 2015)*

Directed a multi-disciplinary team consisting of up to 40 remote technicians, 3 account managers, and an admin staff of up to 6; assessed performance reviews, to ensure engaged and skilled workforce.

Boosted team productivity and efficiency by leveraging top-notch people development and servant leadership abilities. Slashed technicians' attrition rate by 7% via potent mentorship and improving overall department performance; undertook interviewing, hiring, and coaching of employees; created a formal on-boarding program for new hires.

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Implemented efficient logistical (routing, hotels, car rentals, flights) amendments to reduce company costs and generate revenue; reduced transportation costs (5% in 2011, 2% in 2012, and consistent in 2013 and 2014).

Collaborated with management, technical crew members and fellow supervisors to organize efficient site operations and achieve demanding schedule targets on over 1300 programs annually.

Evaluated complete performance by gathering, analyzing and interpreting data and metrics; produced over 1300 operational reports capturing KPI's and process improvement data to ensure smooth progress.

Communicated on-site with clients to resolve escalated issues by determining causes and calm engagement.

Supported top-level decision-making and strategy planning, forging productive relationships with top leaders and serving as key advocate for various personnel issues.



Effective Leadership



People Development



Team Building



Web Development