

# Markel Bradford

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Innovative and detail-oriented professional with 5+ years of project and operations management experience in quality control, agile, scrum, decision making, team building, data visualization, project startups, budgeting, communication, and customer service. Highly skilled in collaborating with cross-functional teams to deliver highly effective project solutions, handling customer grievances, and managing personnel to maintain day to day operations.

## CORE COMPETENCIES

- Training and Development
- Strategy Development
- Negotiation
- Asana
- Risk Assessment
- Team Management
- Research
- Microsoft Excel
- Communication
- Business Acumen
- Presentation Skills

## EDUCATION

### Lone Star College

Associate of Science in General Studies

**Cypress, TX**

December 2015

### American Military University

Bachelor of Science in Information Technology

**Charlestown, WV**

October 2023 – Present

## PROFESSIONAL EXPERIENCE

### Stratosphere Quality

Site Operations Manager

Project Manager

Senior Project Supervisor

**Madison, AL (Hybrid)**

Dec 2022 – Present

Aug 2021 – Dec 2022

Sept 2019 – Aug 2021

- Promoted twice in a 3-year timeframe for executing successful projects that drove revenue growth for the territory, building strong and reliable teams, and providing excellent customer satisfaction
- Managed large scale project operations in 40 customer worksites across the Southern region ensuring operational success and customer satisfaction
- Supervised, trained, and developed 35 project leaders across the Southern area of operation, ensuring a deployment ready rate of 95%, and coordinated with resources coordinators, schedulers, and leadership to implement a staffing plan
- Briefed executive team and company shareholders on current and new business developments on a weekly basis
- Documented and monitored KPI metrics to track overall performance of the territory using Microsoft Excel
- Tested Microsoft BI and Asana for company implementation for project timeline management
- Maintained projects valued at 8 million USD across 40 customer worksites

### Walker Support Services

Direct Support Professional

**Salem, OR**

Aug 2018 – Aug 2019

- Managed home care for up to 4 clients with unique and specific care needs to improve quality of life
- Trained incoming new Direct Support Professionals on job functions and care requirements in multiple homes
- Created budget sheet using Microsoft One Note to tracked spending for house necessities and events for clients in home
- Reported care needs and changes to incoming direct support professionals and the operations management team on a weekly basis
- Provided excellent in-home care for individuals with developmental disabilities to include, cooking, cleaning, administering medications on schedule, and documenting all necessary information

### Bradford Moving Services

Assistant Operations Manager

**Katy, TX**

Feb 2012 – July 2016

- Directed 6+ teams of moving associates to coordinate services for customers throughout the state of Texas
- Trained and developed leadership and associates on best practices, soft skills, and documentation to ensure the delivery of quality services
- Communicated regularly with new and current suppliers to gain new business and maintain good business relationships
- Reconciled expenses in QuickBooks to maintain and ensure accuracy of accounts on a monthly basis
- Prepared data visualization for executive team to analyze profitability and demographic trends

## AWARDS & CERTIFICATIONS

**Stratosphere Quality President's Club Award**

Nov 2022

**Google Foundations of Project Management**

July 2022

## SKILLS

**Technical Skills:** Microsoft Office Suite (Advanced), Typing (60WPM), Project Scheduling, LEAN Thinking, Forecasting, Performance Tracking, Sharepoint

**Management Skills:** Leadership, Communication, Problem Solving, Time Management, Team Building, Conflict Resolution, Decision Making