

Christopher Hren

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SUMMARY

Experienced Operations Manager with 14 years of experience in leading teams and managing projects. Strategic thinker and problem solver, with expertise in both operations and project management. Proven track record of managing successful projects and ensuring delivery on time and within budget. Self-starter with a focus on personal and professional development. Lifelong learner with a myriad of skills and knowledge-bases.

EXPERIENCE

Operations Manager | DISH

October 2015 - Present Schaumburg, IL - Milwaukee, WI - Upper Peninsula, MI

- Multi-unit operator in Illinois, Wisconsin and Michigan - People, Performance and facility operations across geographic locations.
- Recruited, interviewed and hired within scope of operations to build an equitable, diverse and inclusive team.
- Led a team of over 50 to achieve core business goals and objectives - increasing efficiency by 10%.
- Successfully completed annual Physical Inventory Audits for each location with less than 1% variances.
- Standardized processes around efficiency, productivity and Order of Operations throughout the Midwest and Nationally.
- Achieved a 25% growth in sales in Q1 2023 by implementing a high level of engagement and targeting product participation.

Field Service Manager | DISH

July 2013 - October 2015 Schaumburg, IL

- Led a team of 23 installation technicians driving individual performance to achieve key initiatives.
- Quickly mastered the role and achieved 8 of 12 top ranked finishes in 2014 on a team of 30.
- Developed, coached and held team members accountable to steer their personal growth.
- Created reporting to determine areas of opportunity around productivity and other key metrics.

Field Service Specialist IV | DISH

April 2011 - July 2013 Schaumburg, IL

- Quickly achieved Top Tier Technician within 17 months.
- Mastered the craft of technician and installation aesthetics and selected for onboarding new team members.
- Succeeded in all weather climates injury-free and without incident.
- Achieved NPS scores above the company goal from thousands of customers - NPS of 95%+.
- Independent environment - controlled business and customer impacting decisions with little to no oversight.

Lead Carpenter, Owner, President | Maven Carpentry

October 2008 - February 2011 McHenry, IL

- Bidding, estimating materials, coordinating trades for the duration of each project.
- Partnered with developers, builders, architects, suppliers, trades and home owners to deliver an artisan quality custom home.
- Preparation, layout, oversight of the building process to expedite the build and reduce time to build by 5%.
- Coordinate material deliveries and refuse removal to exceed deadlines and reduce costs up to 10%.
- Implemented efficient construction techniques to reduce labor and material costs up to 15%.
- Negotiated and approved each material sub-contract before commencement of a job to ensure targeted profit margins.

PROJECTS

Process Improvement | DISH

April 2022 - Present

- Wrote a script to analyze the workload for the day, maximize drive-time, source cheapest fuel, and centralize equipment.
- Learned Google Apps Script and Javascript to accomplish this within 2 weeks.
- Piloted across the Midwest and reduced non-essential activities by more than 9 minutes per employee.
- Successful Pilot encompassing 7 business units and an annualized savings of \$500,000.
- Minimal footprint and time investment - Project reduces daily morning tasks of operators by up to 75%.

CERTIFICATIONS

LEAN Six Sigma White Belt | Council for Six Sigma Certification

2023

Certified in a standardized and evolving set of LEAN Six Sigma principles.

Six Sigma White Belt | Council for Six Sigma Certification

2023

Certified in a standardized and evolving set of Six Sigma principles.

EDUCATION

Mathematics and Computer Science | University of Illinois Chicago

US, Illinois, Chicago 2003

COURSEWORK

Project Management Foundations | Microsoft / LinkedIn | Learning, Self Development

2023

Coordinating cross-functionally on Process Improvement Pilots.

Business Analytics | Microsoft / LinkedIn Learning | Data Analysis, Data Validation

2023

Analyzing performance metrics to continually improve processes and results.

SKILLS

Leadership: Development, Coaching, Equity, Communication, Inclusion, Performance Appraisals, Remote Leadership

Operations: LEAN Six Sigma, Project Management, Inventory/Warehouse Management, Purchase Orders

Literacy: MacOS, Windows, Linux, Cloud, Excel, Tableau, Javascript, G Suite, Google Apps Scripts, Oracle, ERP

Fields of Interest: Scripting, Continuous Learning, Analytics, Process Improvement, Project Management, Operations

Language: English, Vocational Spanish