

# HOWARD ONG

OPERATIONS MANAGER

## PERSONAL PROFILE

I am an operations manager with extensive experience in retail management. I have handled various tenants, exhibits, and ad spaces for retail outlets.

## CONTACT INFORMATION

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## ACHIEVEMENTS

- Implemented operational effectiveness project which led to 30% reduction on lease expenses
- Hit tenant satisfaction rating of 95% for the last three years

## CORE COMPETENCIES

- Sales and marketing
- Merchandising
- Customer service
- Strategic Planning
- Project management
- Warehouse operations
- Marketing communications

## WORK EXPERIENCE

### OPERATIONS MANAGER

*Wal & Joe Supermalls | Mar. 2020 to present*

- Manage relationships with long- and short-term tenants
- Coordinate with leasing, marketing, and engineering departments for tenant inquiries and concerns

### PROCUREMENT BUYER

*Mocharinto Food Corp. | July 2016 to Feb. 2020*

- Manage inventory to attain profitability of products
- Ensure items are purchased at lowest possible cost
- Review and analyze promotional initiatives

## SCHOOLS ATTENDED

### FINCHWORTH UNIVERSITY

*Bachelor of Science in Business Administration*

- Sept. 2012 to June 2016
- Graduated magna cum laude with GPA of 3.8
- President and founder, Finchworth University Entrepreneurs' League (FUEL)

### FINCHWORTH HIGH SCHOOL

*High School Diploma with Academic Distinction*

- Sept. 2008 to June 2012
- Graduated with GPA of 3.7
- Best Business Idea, FHS Business Week 2012
- Delegate, Finchworth Young Business Leaders' Conference