

Operations Manager Operations Manager Saint Paul, MN Solutions oriented manager experienced in aspects of operations management, recruitment, client management, employee relations and administration. Excellent management presence with outstanding communication and leadership skills. Ethically strong with high level of personal integrity, loyalty and commitment. Former NCAA College football player who understands the importance of teamwork, dedication, and perseverance.

Work Experience Operations Manager July 2017 to Present Corporate Parking Group - Minneapolis, MN June 2016 to Present Assistant Manager April 2017 to July 2017 Captain September 2016 to April 2017 Valet June 2016 to September 2016 Overall Duties Client Relations - first contact for all client on-site issues for both locations Scheduling for 143 Employees (80 Full Time, 63 Part Time) Overseeing daily operations at both locations Providing coaching and support to assistant managers, supervisors and staff Responsible for employee reviews to include performance, attendance tracking and incident audits Recruiting, interviewing and hiring of new valets and team members Problem solving and report generation of issues with parking or retrieving cars Resume Coordinating staff and parking for special events Strategic planning to improve processes on a continuous basis and to work through weather related and construction related issues Travel to assist company with PGA Nationwide contract for parking at PGA tournament events Location 1 - Clinics and Surgery Center at the University of Minnesota 50 Full time employees 1 assistant manager 4 "Captains" in Supervisor rolls Parking and delivering an average of 1,000 cars a day Location 2 - Main Hospital at the University of MN 30 Full time employees including 4 overnight valets 24/7 operation 2 assistant managers 2 "Captains" in supervisor rolls Parking and delivering an average of 400 cars a day Hamline University - Saint Paul, MN December 2015 to May 2016 Created and produced new series titled 'In Studio Sessions'. Series consisted of interviews and live recording sessions for musicians. Assisted on other projects such as Creative Shorts, Athletics, location tours, student organizations, and journalism Dick's Sporting Goods - Saint Paul, MN May 2015 to August 2015 Retail - Summer Job Database Administrator Eberl Claims Service - Lakewood, CO May 2011 to July 2013 - PT & Summer Job Responsible for data integrity cleanup and database audits Entry of data to include adjuster

profiles, deployment history, payroll records Document retention using SharePoint to upload
employment documents to adjuster profiles Resume Technology Experience Microsoft Office FI
Studio SharePoint ProTools Adobe Audition Adobe Audition Adobe Illustrator Ableton Live Adobe
Photoshop Adobe Animation Adobe After Effects Education Bachelor of Arts in Digital Media Arts in
Digital Media Arts Hamline University - Saint Paul, MN 2013 to 2016 Skills Problem solving, Client
relations, Employee relations, Strategic planning, Training, Goal oriented, Self motivated, Team
player, Staff training, Quality assurance Additional Information Skills Leadership Self Motivated
Communication Staff Training/Development Client Relations Policy Improvements Employee
Relations Quality Assurance Strategic Planning Team Player Problem Solving Goal Oriented

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