

Senior Operations Manager Senior Operations Manager Senior Operations Manager Palm Springs, FL Talented operations manager with over 20+ years of experience managing all aspects of operations in the technological market. Strong ability to recruit, motivate, mentor, and train employees. Sincere understanding of both upper management and frontline project team needs and creating a positive work environment. Strong communication and always striving to produce and develop continuous, successful process improvement with higher productivity. Extensive understanding of project and program management principles, methods, and techniques. Authorized to work in the US for any employer Work Experience Senior Operations Manager GRUBBRR - Boca Raton, FL April 2019 to Present Led and managed corporate growth and vision for a successful emerging start-up technology company that delivered ordering solutions for small to large companies that included an all in one platform that contained self-service kiosks, point-of-sale systems, mobile ordering, online ordering, kitchen display systems, and other services intended to materially increase business efficiency. Identified and coordinated dependencies between departments, ensuring coordination occurred early and often Strong enterprise-wide vision, seeing the big picture, recognizing critical details and dealing with ambiguity Identified risks and blockers; worked with stakeholders to mitigate or eliminate them Held team members accountable, set clear performance standards, resolved performance issues, kept teams engaged and on task Cultivated an efficient and effective, Agile/Scrum environment Collaborated with core team members to develop project plans and timelines to track milestones and deliverables Presented reports defining project progress, problems and solutions; kept things synchronized and on track Coordinated and scheduled the execution of deliverables Created and maintained project documentation (overviews, weekly updates, status presentations, etc.); kept cross-functional teams well informed Build team cohesion and fostered open and honest team communication Provided inspired leadership for the organization Made important policy, planning, and strategy decisions Developed, implemented and reviewed operational policies and procedures Assisted HR with recruiting when necessary Helped promote a company culture that encouraged top performance and high morale Oversaw budgeting, reporting, planning, and auditing. Ensured all legal and

regulatory documents were filed and monitored compliance with laws and regulations Worked with the board of directors to determine values and mission, and plan for short and long-term goals Identified and addressed problems and opportunities for the company Built alliances and partnerships with other organizations Developed metrics that provided data for process measurement, identified indicators for future improvement opportunities Lead key initiatives, and applied sound project management, change management and process design principles Established project plans, management discipline, and timelines for all project initiatives and reported progress to upper management Collaboratively managed business processes, documentation and continuous improvement activities for the PMO Assisted business line and project teams in developing business readiness plans that included communication plans, training plans and implementation plans Supported company-wide initiatives to write and improve processes and streamline and integrate systems to improve data consistency and integrity Worked directly with internal process owners and Team Leads and project teams to drive process improvement projects within their areas of responsibilities

Project Management Specialist _ Cigna Dental IT CGI - Sunrise, FL September 2017 to April 2019

Work closely with different department directors and managers to facilitate in different areas of the Project Management Office. Collaborate with employees and consultants on various projects to create a seamless work environment. Ensure that projects and programs are proceeding according to scope, schedule, budget and quality standards Establish practices, templates, policies, tools and partnerships to expand and mature the capabilities of the organization Communicate with consultant vendors about open positions and departmental needs Research best practices within and outside the organization to establish benchmark data and use continuous process improvement disciplines to achieve results Update and track data regarding open positions in various applications utilized across the Cigna system Create and update MS Excel spreadsheets reflecting weekly data on all open projects Manage all new consultants and collaborate with the vendors to ensure a smooth transition Allocate new resources in Project/Time Tracking system (Clarity) and Project & Resource Planning System (PRPS) Run reports and create MS Excel file exports from Project Tracking system to compare

various resource fields to keep systems in sync and budgets aligned Create monthly reports in MS Excel using Project tracking extract files Assist with data entry updates of resource allocation/forecasting data on a weekly/monthly basis Ensure timely communication regarding placement decisions Maintain various pieces of information for all Dental IT resources across systems Assist in managing/leading small projects Work with the stakeholders and the project management team on project milestones and expectations Create and allocate resources in Clarity ensuring they align with budgets on a monthly basis Create templates for business-funded projects, small enhancements and LODO projects Work with Webster developers and make sure end users are assigned to the correct roles Maintaining Webster Application by adding and removing entitlements Worked and resolved service tickets in the HPSM System Research special requests to grant consultants and EE's special access, offshore and onshore Contact CIP for special access / requirements for resources

Senior Project Coordinator LIFE PRODUCTS, LLC - Miramar, FL March 2016 to September 2017 Coordinating the sales and project teams by managing schedules, filing important documents and communicating relevant information. Ensuring the adequacy of sales-related equipment or material. Responding to complaints from vendors and give after-sales support when requested. Store and sort financial and non-financial data in electronic form and present reports Handle the processing of all orders with accuracy and timeliness Inform clients of unforeseen delays or problems Monitor the team's progress, identify shortcomings and propose improvements Assist in the preparation and organizing of promotional material or events Manage and schedule shipment of all displays and product to various trade shows nationally and internationally. Process year to date reports and forecast projected sales numbers Work on competitor sheets and compare various products in the market Prepare manuals and work with the art department on mock ups and new demos before product is implemented

Senior Project Manager ATLAS SYSTEMS, INC - Davie, FL March 2006 to March 2016 Responsible for leading teams to deliver projects that spanned across one or more business units. Managed resources, schedules, and financials and adhered to quality and control guidelines throughout the full systems development life cycle. This also included management of issues, risks

and project change requests to ensure successful and on-time project delivery. Contributed to process improvement initiatives as it related to improving project delivery. Managed large projects that resulted in over \$2M revenue. Developed company Standards of Procedures ensuring uniformity of workflow for all technicians. Prepared weekly reports to identify project data and improvement based on information gathered from inspection reports. Streamlined workflow to optimize technician productivity. Reconciled and tracked all accounts receivables, payables and collections. Developed resolution plans for all projects minimizing customer complaints by 50%. Review negotiated and managed client contracts. Ensured compliance and regulations are being followed and reviewed. Prepare proposals and review financial agreements with clientele.

Contracts Manager MOTOROLA SOLUTIONS, INC January 2003 to March 2006 Managed, reviewed and revised contracts for corporate attorney of \$1M annual contribution. Collaborated with engineering and contract teams to identify customer service renewals and retention of contracts. Led quality improvement initiatives to ensure 100% retention of clientele. Managed small contracts and acted as liaison between stakeholders and clients.

Project Manager MOTOROLA SOLUTIONS, INC November 2000 to January 2003 Managed non-enterprise accounts under \$500K. Created post sale projects, which included but not limited to tracking and reporting implementation processes, rolling out processes to teams and overseeing the methodology of the procedures and documentation gathering. Prepared daily presentations to report P&L success to senior management. Developed the budget to ensure proper staffing levels for scheduling in all departments. Successfully managed up to 10 projects simultaneously with flawless execution, which led to 100% customer satisfaction. Managed project scope and changes.

Project Administrator MOTOROLA SOLUTIONS, INC July 2000 to November 2000 Processed change orders for all existing contracts identifying customer requested ship dates and quantity changes. Ordered all required parts for implementation projects. Provided technical support for engineers and project managers pertaining to ABT software. Verified and approved all billable hours by tracking projects via our tracking software. Lead cross-functional initiatives with project management and engineering to establish new project review manuals to adhere to company regulations and

standards of procedures Develop and deliver progress reports, proposals, requirements documentation and presentations to various audiences, including project team, sponsors, CIO and key stakeholders Project Coordinator MOTOROLA SOLUTIONS, INC May 1998 to July 2000 Maintained and monitored project plans, project schedules, work hours, budgets and expenditures. Organized, attended and participated in stakeholder meetings. Assessed project risks and issues and provided solutions where applicable. Coordinated the production and reproduction of charts to present to engineering and project teams. Managed vendor relations by scheduling the delivery and receipt of all equipment inventories. Collaborated with engineering and project managers to create system manuals and Requests for Proposals (RFPs). Set up staging demonstrations for projects before hand off to the client Created and assembled project manuals Education Master of Arts in Organizational Management in Organizational Management UNIVERSITY OF PHOENIX March 2005 Bachelor of Science in Business Management UNIVERSITY OF PHOENIX October 2002 Masters Certificate in Project Management in Project Management THE GEORGE WASHINGTON UNIVERSITY May 2000 Assessments Organizational Skills Highly Proficient February 2019 Measures a candidate's ability to arrange and manage files or records using a set of rules. Full results: https://share.indeedassessments.com/share_assignment/yxvmcranh0wa8app Indeed Assessments provides skills tests that are not indicative of a license or certification, or continued development in any professional field.

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