

Director of Operations and Logistics Director of Operations and Logistics Director of Operations and Logistics Denver, CO Work Experience Director of Operations and Logistics Green Dragon - Denver, CO July 2018 to April 2019 Worked directly with chief executive team on operational activities and strategic goals, while managing more than 50 million in annual revenue Created and set expectations for new roles in OPS, ORDERS and ADS (i.e., set position totals, salaries and career trajectory while saving \$100,000 in salary costs through consolidation of ADS team) Managed all positions within the company workflow supply chain analysts, inventory, general labor, distribution, advertising, and operations (i.e., directing daily, monthly and quarterly goals/initiatives) Conducted daily evaluations concerning the efficiency of business procedures according to company objectives in order to apply improvements (i.e., establishing standard deviation from shrinkage, geofencing experience for speaking to ROI, cutting cost for vertically integrated projects) Managed procurement processes and coordinate material and resources allocation (i.e., implemented formula for predictive allocation based on standard deviations) Oversaw and organize customer support processes in order to enhance customer satisfaction by creating admin permission for General Managers Reviewed financial information and adjust operational budgets to promote profitability (i.e., source quick and reliable RAW materials, decreased misallocations by 80%, created sustainable supply chain model, decreased expired goods by 72% and shrinkage by 45%, and limited waste by 35% in first 4 months) Managed relationships/agreements with external partners/vendors (i.e., negotiating pricing and volume with vendors) Evaluated overall performance by gathering, analyzing and interpreting data and metrics Ensured that the company runs with legality and conformity to established regulations Senior Project Manager Graphic Information Systems Inc - Denver, CO April 2015 to July 2018 Oversaw large scale industrial infrastructure projects, inventory allocations and labor efficiencies Oversaw North American installations managing upwards of 25 sites annually (Amazon, Target, Ulta, Fanatics etc) Managed CAD files and conversion of RAW data into the proper formatting, as well as payroll and hiring Responsible for team management, customer relations, and budgetary responsibilities from bidding to managing Worked directly with OPS team to develop standards of practice Tier 2 IT Specialist

Concentrix - Boulder, CO October 2014 to December 2015 Became proficient in both windows and mac operating systems Held above a 95% customer satisfaction rate and above a 90% resolution rate Contacted carriers for user accounts and network information Assisted customer in setting up device and networks at home and on mobile platform Built knowledge of network builds, VPN, ISP, Proxies, server infrastructure terminal set ups, CPU reboots and setups Reset user account passwords for appleID and email accounts Helped customers with a variety of IT issues on their iOS and OS products Education High school or equivalent Assessments Sales Skills: Influence & Negotiation Familiar April 2019 Measures a candidate's ability to effectively use influence and negotiation techniques to engage with and persuade customers. Full results: https://share.indeedassessments.com/share_assignment/cb4bxetefnm3wth0 Supervisory Skills: Directing Others Highly Proficient April 2019 Measures a candidate's ability to motivate the performance of others through feedback to identify improvements or corrective actions. Full results: https://share.indeedassessments.com/share_assignment/c9p2jclrlscib7mv Management & Leadership Skills: Planning & Execution Proficient June 2019 Measures a candidate's ability to effectively plan and manage resources to accomplish organizational goals. Full results: https://share.indeedassessments.com/share_assignment/rk1fwvqdxnmqgdlk Project Management Skills: Time Management Proficient June 2019 Measures a candidate's ability to prioritize and allocate time to effectively achieve project deliverables. Full results: https://share.indeedassessments.com/share_assignment/h9ug2eqhkjeo7tis Organizational Skills Proficient July 2019 Arranging and managing information or materials using a set of rules. Full results: https://share.indeedassessments.com/share_assignment/tq3x46iqj90t76a0 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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