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**Work Experience**

**Martial Arts System Inc**  **04/2018 – Present** Director of Operations  
  
- Created a standardized hiring process for all of the regional locations, and used organizational behavior tools to ensure employee retention, staff satisfaction, and talent improvement.   
- Supervised all other managers to guarantee quality assurance of correct workflow, including strategically developing exclusive models of flow for each MAS program offered at the company.  
- Successfully engaged client base by focusing on positive user engagement training methods, and working with the Chief of Operations and Chief of Instructions to create programs that emphasized the company culture, as well as the development of young clients.  
- Produced and project managed annual business plans, including engaging quarterly reporting, and created dashboards to present during team huddle meetings.  
- Initiated motivational procedures for employees by conducting individual performance assessments in regards to training and development, and assisted employees in setting goals to lower staff turnover.

**Target Corporation** **07/2015 – 04/2018** Executive Team Leader – Asset Protection

- Supervised all departments, including individual leadership, to ensure daily success of operational flow, and achieved accurate opening and closing operations by being a regional wide mentor of business model development. - - Increased employee productivity by efficiently identifying bottlenecks and barriers caused by both external and internal variables, which meant a 85% completion rate on no overtime.  
- Lead all holiday high volume events, including partnering with the Miami-Dade Police Department on loss prevention of a statewide store theft, and was successful in implementing arrest protocols that helped authorities make several arrests.   
- Initiated the roles of Asset Protection Leader, and 4 other team leader roles based on reaching storewide performance goals, which were achieved consecutively for 2 years as the highest scoring location in having the lowest loss.  
- Successfully achieved leadership in the region by leading the team to overall store sales compensation of 18% in 2017, which was recognized as a top 5 location in the district.  
- Initiated training programs for team members to communicate with guests and provide exceptional service, based on a conflict free method, which has increased reviews with personal attestations of great service.  
- Developed front end team members to retain customer loyalty by enrolling them in Target’s RedCard program, which improved the acquisition of client spending data to set new goals in operations.  
- Accomplished accurate identification of individual development plans, and delivered appropriate training that surpassed all performance conversion scores.  
- Devised recognition program to motivate team through positive reinforcement to keep team engaged, happy, and willing to exceed goals.

**Martial Arts System Inc** **06/2008 – 06/2015** Account Manager

- Managed the top performing location, which held an average of 150 client accounts, and efficiently managed all sales, administrative duties, account receivable, and mentor-student programs with no employee overtime.  
- Consistently achieved weekly budgets by using successful community engagement tools, which lead to a 46% client recruitment increase of new clients, and enrollment client loyalty of 36% reported quarterly.  
- Designed and piloted an employee education and retention program, which produced high quality staff, and gained this location the highest revenue of the region for the past 2 years.  
- Successfully implemented program management metrics, to reflect on different project deliverables. The data collected from reaching each goal has positively reflected in the P&L statement, generated on a quarterly basis. The results have been recognized by the board, and were set as the company standard for training and business development.  
- Supervised all hiring budgets, including developing compensation models ensured the staff to generate a positive return on investment for the company.

**Education**

**Florida International University 12/2012** Bachelor of Business Administration  
*Certification in Management and International Business*