

PROFESSIONAL SUMMARY

Detail oriented Operations Manager and effective leader who excels with time tested techniques and leading-edge technology to streamline operations, reduce overhead, and increase employee productivity. Confident and passionate veteran, with an unsurpassed work ethic.

SKILLS AND HIGHLIGHTS

- Procedural Development
- Process Improvements
- Cost analysis and reduction
- Salesforce.com Admin Support
- Strategic Planning
- Analytical
- System Adoption
- Problem Solving
- Web Development in Java/Python
- Agile Methodologies

In late 2015, I took on the role of Operations Manager to start a brand new division with nearly 60% of the company's clients with over \$130M in revenue. This position required a full build out of processes and team building. These processes originally required five full time employees and 16 days lead-time. By year-end 2016, only three full time employees and three days lead-time were required. In early 2018, I began work on automating the team's process and sought out coding as an additional skill to facilitate the automation process.

EDUCATION

University of Missouri – St. Louis
LaunchCode LC101

Bachelor's Degree, Accounting and Finance, Summa Cum Laude
Certificate of Achievement, Programming (Java)

May 2014
December 2018

PROFESSIONAL EXPERIENCE – www.linkedin.com/in/jasonramo

Senior Manager of Operations

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April 2017 – November 2018

- Oversees daily operations to achieve on-time delivery of revenue and service level agreements.
- Used Business Objects to pull and analyze reports to forecast quarterly, monthly and weekly revenue to be realized for the senior leadership team.
- Contributes and leads cross-functional projects to manage business requirements while minimizing risk.
- Leads weekly meetings with the team to clarify weekly, monthly, and quarterly goals while also identifying potential opportunities.
- Responsible for identifying, requesting, and testing the teams user stories while working with the salesforce development team.

Operations Manager – Auto-Renewal Division YP Holdings, LLC

September 2015 – April 2017

- Program management and collaboration for improved support efficiencies and performance.
- Assist in new program adoptions by digesting the material and training the department.
- Manage schedules to ensure even distribution of revenue for forecasting.
- Go-to person for execution of channel segmentation for the auto-renewal division.

Sales Support Manager

YP Holdings, LLC

September 2014 – September 2015

- Worked with Sales Operations to plan and oversee effective strategies, launch support materials and disseminate critical information to the team.
- Worked with the Sales team to develop and execute strategies to enhance the customer experience and retain revenue.
- Provided operational support to the Sales team to help ensure core strategies are implemented and executed.