

JOSEPH CALISE, PMPSeattle, WA ✦ (516) 690-4452 ✦ joe.calise@gmail.comwww.linkedin.com/in/josephpcalise**SUMMARY**

- **Systems Optimization | Process Improvement:** 10+ years of cumulative experience in optimizing systems, developing staff and implementing elegant technology solutions that work (in both public and private sector environments).
- **Data Analysis:** 10+ years of experience using data and metadata to drive business decisions, both in retail and public education scenarios. Created new tools to measure key metrics and dashboards for stakeholders to easily monitor findings.
- **Operations Management:** 10+ years of combined day-to-day operations management expertise of retail stores and schools using focused organizational skills to handle macro and micro issues, monitoring small details while keeping larger objectives in mind.
- **Budget Management | Cost Savings:** 10+ years of budget management experience. Keen ability to find and implement cost savings measures in both public and private-sector environments.
- **Training | Coaching | Professional Development:** 6+ years of proven coaching, training, and mentoring experience. Directly trained dozens of coworkers, customers, and vendors throughout career with an emphasis on coaching operations staff. Coordinated dozens of on-site and off-site trainings throughout career.
- **Deadline-Driven Project Management:** 5+ years of project management expertise. Able to expertly manage all core elements of virtually any project (e.g. visioning, scoping, budgeting, personnel management, resource allocation, timeline management, deliverables, and quality control). PMP certified.

KNOWLEDGE | SKILLS | ABILITIES*Business Intelligence
Business Strategy
Budgeting
Coaching**Data Analysis
Maintenance Planning
Partnership Development
Project Management**Strategic Planning
Team Building
Vendor Selection
Workflows***PROFESSIONAL EXPERIENCE****Director of Regional Operations****Summit Public Schools ✦ Seattle, WA ✦ 2017 – Present**

- **Project Management:** Lead projects to improve operations and develop new systems to meet the needs of our growing network, including an enrollment tracker that reduces reporting time by 40% and increases data accuracy. Estimated labor savings of approx. \$12K/annually.
- **Mentoring | Coaching | Staff Support:** Provide coaching, support and oversight to operations teams, leading to all four of my mentees being offered promotions this year.
- **Adaptability:** Assumed responsibility for food service for the region when there was an unexpected vacancy. Reduced food costs by 20% across all sites by analyzing demand, minimizing waste, and working with vendors to find efficiencies. Realized approx. \$50K in annual savings.
- **Staffing | Hiring | Onboarding:** Own the screening, interviewing, hiring, onboarding, and training process for new administrative team members at all three schools.
- **Professional Development | Training:** Create and lead Professional Development for all 12 operations employees on a semi-monthly basis.

Director of Operations & Finance**Excel Public Charter School ✦ Kent, WA ✦ 2015 – 2017**

- **Leadership:** Stepped in as head of operations, finance, and human resources for a newly formed charter school one month before the school opened. Navigated complex relationship with our landlord, a co-located religious organization.
- **Program Management:** Established and refined processes and operations to ensure a smooth opening and beyond, including execution of multiple projects to ensure continued high achievement in year two, exceeding all expectations against a 50% growth in the student body and only a 13% budget increase.

- **Strategic Planning | Risk Management:** Managed critical project to integrate our school into a charter network, which entailed an extensive audit of financial documents and liaising with varied stakeholders including local/state government officials and board members.
- **Process Improvement:** Implemented solutions to more efficiently report financial, enrollment, and program data to third parties while adhering to timelines and quality standards resulting in an 80% reduction in the time to produce reports. (\$5.2K annualized savings).
- **Vendor Management:** Continuously optimized vendor selection and implementation process for private and public service providers, (including food service and transportation among others) with the goal of improving service while managing costs. Managed 5 core vendor relationships. Saved approximately 4% across the board.

Operations Manager

Democracy Prep Public Schools ♦ New York, NY ♦ 2013 – 2015

- **Operations Management:** Established operations for a new charter school in Harlem and continued to direct logistics as the student population grew 144% in its first two years of operation. Facilitated the learning process by providing a sustainable infrastructure and implementing systems and technology to enable academic success.
- **Compliance | Logistics:** Developed innovative, detailed system to meet all statewide testing requirements and provide instructional support for students, which contributed to 95% of our students passing all exams.
- **Project Management:** Orchestrated remodel and expansion of the facility during summer, ensuring that all requirements were met within a rigid timeline and there were minimal impacts to staff.
- **Scheduling:** Individualized schedules for all students and staff that met each person's needs and provided an optimal mix of class, prep and social time resulting in increased productivity for students and staff during.

Operations Specialist

Apple ♦ Garden City, NY ♦ 2010 – 2013

- **Inventory Management:** Inventory expert who oversaw over \$2M of daily merchandise, with additional responsibilities that included store preservation, visuals, and staff training on technical and behavioral practices.
- **Key Performance Indicators:** Engineered custom-tailored graphical tool to measure select market metrics in a rapidly changing product environment, which positively influenced the leadership team's strategic decision making.
- **Process Improvement:** Owned receiving and inventory processes with focus on discovering and investigating variances to determine root cause of variances and prevent them from occurring in the future. Process improvements that arose out of this led to our store consistently meet the 99% benchmark on inventory audit by external monitors.

Customer Service Team Leader

IKEA ♦ Hicksville, NY ♦ 2005 – 2010

- **Data Analysis | Business Strategy:** Increased overall store efficiency by drastically revamping the Customer Service department through better data collection and using that information to make strategic decisions. Additionally, increased revenue by developing new Home Delivery service, which led the department from operating at a \$200K loss to generating over \$1M in profit.
- **Systematic Innovation:** Created a unique series of tools that analyzed department and individual employees' key performance indicators, allowing for accurate monitoring of personal and store successes and areas for growth.
- **Web Design:** Designed and coded an e-commerce site that centralized all aspects of processing orders, including introducing tools for our team to monitor, track, and communicate with customers about home deliveries.
- **Team Development:** Developed an eLearning site for staff that allowed employees to complete self-directed learning for their role and managers to monitor their progress and provide feedback on growth.

EDUCATION

New York University: 2009 | Master of Arts (MA) – Education

New York Institute of Technology: 2007 | Bachelor of Science (BS) – Adolescent Education

CERTIFICATIONS | ADDITIONAL EDUCATION

Full Stack (Python, MEAN) Bootcamp | Coding Dojo, 2017

Project Management Professional (PMP) | Project Management Institute (PMI) | Certificate #1988989, 2016

Certificate in Project Management | University of Washington | Seattle, WA, 2016