

Operations Manager / Director Resume

JESSE JOHNSON JR. — Operations Manager/Director Resume
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FULL EXPERIENCE INCLUDED IN THIS PDF VERSION.

Executive Assistant — NYS Public Employees Federation (10/2022–Present)

- Provide strategic oversight for six regional union offices across NY.
- Manage operations, workflows, training, logistics, and staff performance.
- Lead project tracking, time studies, and process improvements.
- Partner with HR on compliance, onboarding, hiring, and evaluations.
- Manage vendors and service providers for internal and external operations.

Regional Administrative Assistant — NYS Public Employees Federation (01/2022–10/2022)

- Primary liaison to Regional Director and union leadership.
- Managed fiscal oversight and administrative operations for six offices.
- Supported special projects assigned by the Executive Director.
- Ensured procedural and contractual compliance across operations.

HR Generalist — Robert Half (11/2021–01/2022)

- Led compliance verification including I9, background, and medical reviews.
- Executed onboarding, tracking, training assignments, and HRIS updates.
- Managed applicant tracking with Salesforce and Oracle Taleo.
- Coordinated vendor-based screening and testing workflows.

Senior Operations Manager — Lash Group (08/2014–10/2018)

- Directed multi-site operations with \$35M+ in program oversight.
- Led teams of 100+ and three program managers across multiple locations.
- Developed SOPs, training documents, QA plans, and operational frameworks.
- Managed forecasting, staffing models, KPIs, SLAs, and compliance.

Case Management Manager II (Officer) — Bank of America (02/2011–08/2014)

- Led teams in high-volume compliance and audit-driven environment.
- Conducted training, evaluations, and operational performance reviews.
- Implemented process improvements and ensured SLA compliance.

Loss Mitigation Supervisor — Titanium Solutions (11/2009–02/2011)

- Managed hiring, training, scheduling, and vendor relationships.
- Developed outbound dialing strategies and call campaigns.
- Created compliance documentation and operational reporting.

VP, Default Services Manager — Citi Mortgage (02/2006–11/2009)

- Managed RESPA Investigations and Skip Tracing departments.
- Oversaw loan processing, underwriting, closing, and QC operations.
- Created reporting dashboards and managed performance analytics.