

Kyle Oliveri

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Experience

Sourcing Specialist November 2017 - Current, Arc Machines Inc. - Greater Los Angeles Area

- Maintain visibility of the work-scope by suppliers in order to ensure that new product development is executed in a timely manner.
- Develop and maintain relationships with suppliers, and effectively manage quality service and product performance issues.
- Negotiate and implement long-term agreements with strategic suppliers to incentivize growth, gain year over year price deflation, and annual rebates.
- Mitigating risk through effective standard quality processes to vet new suppliers.
- Identify cost saving opportunities to determine annual budget.
- Coordinate pricing for purchase order release to suppliers.
- Provide detailed procurement cost forecast to leadership.

Technical Specialist July 2017 - November 2017, Apple - Greater Los Angeles Area

Upon relocating to Los Angeles, CA, I selected this role to solidify my customer facing skills and experience large sales volume first hand. This opportunity enhanced my skill-set thanks to the training and work experience in a first of class customer service company where I have learned good practices behind customer satisfaction.

- Perform diagnostic tests and determine solutions for various technological errors and mishaps.
- Troubleshoot software and hardware issues.
- Continued product knowledge improvement and maintaining up to date reporting on repeat technical issues.
- Show great empathy while providing all possible options for the customer.

Office Operations Manager January 2014 - June 2017, ProctorU - San Francisco Bay Area

As the site Manager on Duty, I was responsible for the daily success of the regional operation, coordinating domestic and international locations (in the absence of their direct site manager on duty). While leading a team of floor managers and customer service representatives, I drove and maintained high productivity while ensuring a meaningful customer interaction.

My biggest achievement as the Manager on Duty was turning a sinking ship into a powerhouse of productivity. I played a key role in increasing my teams productivity by 50%. A strong contributing factor to this success was that I created and implemented a performance management/tracking system for my team. The model was later adopted by all facilities within our company.

- Lead team members i.e. floor managers, proctors, and new members alike.
- Train and coach team to ensure all standards are met and all policies and procedures are followed.
- Collaboratively work with my leadership group to ensure success among the operation through strategic planning and execution.
- Balance daily staffing levels to maintain a profitable and efficient result for the company.
- Data analysis and collection that is reported to the executive team.
- Conduct interviews, follow through with hiring decisions, and training thereafter.
- Draft and deliver action items such as performance improvement plans and/or disciplinary actions.
- Uphold integrity of the company both singularly and with all team members to ensure all procedures are followed.

Proctor October 2012 - January 2014, ProctorU - San Francisco Bay Area

- Meet and maintain proctoring standards such as productivity, audit scores, and customer surveys.
- Walk test-takers through an online proctoring process in order to take their exams (Professional Testing, MBA, Under-Grad), while upholding academic integrity.
- Provide technical support to the test-taker

Education

Granada High School 2009 - 2013

- Diploma received
- Business introduction (DECA)

Santa Monica College

- Bachelor's Degree - In Progress

University of California, Los Angeles

- Certification - Full Stack Web Developer - In Progress (Complete in July 2019)

General Skills

- Ability to see the difference between being a leader and being a manager.
- Ability to train staff on new policy/procedures as well as foster creativity in the process.
- Strong written and verbal communication skills.
- Enthusiastic, creative, and always looking for things to improve upon.
- Ability to work under pressure and balance conflicting priorities.
- Very adaptable to any type of environment.

Technical Skills

- Microsoft/Google Platforms i.e. Excel, Word, Powerpoint
- General technical support
- ERP Systems
- HTML, CSS, JavaScript, jQuery, Bootstrap, Materialize, & Node