

OPERATIONS MANAGER/CONSULTANT

Summary

To secure a position which will benefit from my proven track record of leadership and performance, thus allowing for continued professional career growth.

Experience

Operations Manager/Consultant

July 2014 to Current Fleetpride - Victorville , CA

- Facilitated communication between the owner of the business and consultants Led operational meetings via phone Communicated with our China contacts on the administrative duties: invoices, communication, PowerPoints Communicated with our China contacts on operational decisions: manufacturing, timelines, ect.
- Followed up with Consultants to ensure timelines Worked with marketing company to create business cards and brochures Researched market price points for sales Coordinate with Supervisor, full shift floor support for team members Maintain a working knowledge of all call center operations and associated facility processes, while communicating and documenting change Assures compliance with departmental policies and procedures Screen, interview, hire, train, and evaluate new and existing employees Monitor and Analyzes unit trend to determine changes that may cause a decrease in overall performance (UPI) or collection.

Operations Manager

September 2011 to June 2014 Time Warner Cable - Slidell , LA

- Started NPAS Solutions within the established NPAS (National Patient Account Services) business Led growth from 6 employees to 35 employees including 2 Supervisors Business plan targeted profit starting at the 3 year mark and profit was achieved in 2 and half years Member of The Association of Credit and Collections Professionals (ACA) Establishes good working relationships with internal/external departments Become a subject matter expert Practices and adheres to the "Code of Conduct" philosophy and "Mission and Value Statement" Ensure that collection policy and procedure are followed to maximize collections, with the best customer service at the lowest cost.
- Manage all team goals and objectives Coordinate with Supervisor, full shift floor support for team members Maintain a working knowledge of all call center operations and associated facility processes, while communicating and documenting change Assures compliance with departmental policies and procedures Screen, interview, hire, train, and evaluate new and existing employees Monitor and Analyzes unit trend to determine changes that may cause a decrease in overall performance (UPI) or collections.

Financial Analyst

July 2006 to August 2011 Citigroup - City , STATE

- Compile data from various resources to produce in-house production reports for distribution to approximately 700 Agents and Senior Management Collaborate with Senior Management to set production goals for the entire site with the strategic intent on compressing deltas and optimizing the bar Produce presentations utilized by Senior Management in order to create business strategies that influence production Assist in new hire process by presenting MIS (Management Information System) orientation that explains the incentive program and goal model Facilitate the reconciliation of over 400 Million dollars in balances each month identifying our strengths (optimal) and areas of opportunity Create an In-House business review (Executive Summary) each month for Senior Management that speaks to the following: production, attrition, Voice of the employee (VOE), Risk items Produce analytics to properly diagnose optimal performance Resource (FTE) allocation driven through volume analysis (CAP Planning) Site facilitator of monthly forecast / reconciliation (Staffing & Production) Assessed peer group comparisons, trend line & commitments made Vital contributor in on boarding additional portfolios / strategies to site; to include Macy's, THD, Pre Litigation Produce analytics to diagnose the root cause of accounts not worked Strategize with various resources (Directors, RSBA, Analysts, etc..) to create corrective measures that will increase balances saved TAP Agent (Talent Accelerated Management Program) Led the development of teams of up to 30 agents Conducted Monthly Performance Reviews, Call Monitoring, & Drills for improved performance Set expectations, measured & monitored performance, provided coaching & feedback, rewarded & recognized for exceptional performance Customized individual development strategy based on strengths / opportunities Successfully led teams in each collection department to increase productivity on a monthly basis Involved in different projects which led to building relationships within the Louisville site as well as other sites across the nation.

Education

Bachelor : Social , 2005 Indiana University Southeast - City , State GPA: GPA: 3.36 Social GPA: 3.36

Associate Of Science : Business Business Administration , 2004 Indiana University - City , State GPA: GPA: 3.21 Business Business Administration GPA: 3.21

Personal Information

Graduated from Citi Cards management trainee program, (TAP) "Talent Accelerated Program" July 2008 Strong communicator with ability to motivate diverse groups to work together Strong team leader who establishes goals and motivates employees to achieve objectives

Skills

ACA, administrative duties, brochures, business cards, Business plan, business strategies, call center, coaching, Credit, customer service, Senior Management, Litigation, mark, marketing, market, meetings, MIS, Management Information System, Performance Reviews, philosophy, policies, presenting, presentations, processes, profit, sales, Staffing, strategy, strategic, Supervisor, phone, trend

Additional Information

- PERSONAL Graduated from Citi Cards management trainee program, (TAP) "Talent Accelerated Program" July 2008 Strong communicator with ability to motivate diverse groups to work together Strong team leader who establishes goals and motivates employees

to achieve objectives