

OPERATIONS MANAGER

Summary

Motivational leader and organizational problem-solver with advanced supervisory, team building and customer service skills. Experience stepping into roles and quickly making positive changes to drive company success. Focused on using training, monitoring and morale-building techniques to maximize employee engagement and performance.

Skills

- Performance Assessment
- Management Team Building
- Performance Monitoring
- Maintaining Compliance
- Team Leadership
- Decision Making
- Training Staff
- Customer Service
- Performance Evaluation and Monitoring
- Logistics Oversight
- Customer Service Management
- Problem-Solving
- Cost Reduction
- Workflow Optimization
- Inventory Management
- Recruitment and Hiring
- Business Leadership
- Process Improvements
- Positive Role Model
- Individualized Learning Plans

Experience

Operations Manager

Richfield , UT Ace Hardware / Sep 2020 to Current

- Collaborated with staff to maximize customer satisfaction, streamline procedures and improve bottom-line profitability.
- Directed day-to-day operations by spearheading implementation of short-term and long-term strategies to achieve business plan and profitability goals.
- Built strong operational teams to meet process and production demands.
- Identified areas of deficiency and performed root-cause analysis to solve problems.
- Identified shared data elements and relationships between data elements and processes, people and systems.
- Resolved challenges associated with company the company website.
- Performed staff management, task allocation and materials coordination duties to surpass business goals.
- Improved morale and management communication by creating employee recognition and rewards practices.
- Recruited, hired and trained crew members on application of projects, customer relations and customer service.
- Planned daily operational strategies, including delivery routing, team workflows and promotional initiatives.
- Implemented policies and standard operating procedures and managed quality, customer service and logistics.
- Developed initiatives for process improvement and reviewed and assessed ongoing operations.
- Devised business and technology strategies to create performance metrics, reporting and analysis systems in support of investigative operations.
- Delivered positive customer experiences by implementing effective quality assurance practices.
- Implemented process innovations to improve overall performance and reduce labor costs.
- Designed performance metrics to track progress and strategic business goals.
- Examined quantitative methods and techniques and approaches to optimize organizational operations and facilitate decision-making.

Social Media Manager

Austin , TX Astralabs / Sep 2020 to Current

- Developed and implemented strategic social media marketing plans.
- Assessed brand and market to identify high-value keywords and backlink options.
- Utilized Instagram and Facebook to promote products, services and content.
- Enhanced organic search result ranking and managed paid search marketing to maximize SEO.
- Employed storytelling for digital content and developed unique campaigns to promote brand engagement.
- Analyzed market data to determine ways to reach target audience or intended segments.
- Crafted visual designs and brand messaging elements for consistency across digital advertising and marketing platforms.
- Engaged with and responded to online audience through relevant comments.
- Developed and maintained companies' corporate image and identity using logos and signage.
- Built and maintained corporate image, brand and identity.
- Created and optimized promotional publications and related materials.
- Identified target audience and developed optimized communication plans to engage and interest individuals.

Photographer

Raleigh , NC Univision Communications Inc. / Sep 2020 to Current

- Collaborated with Owner to plan shoots and boost satisfaction with photos.
- Planned and obtained original shots using innovative thinking and new techniques.
- Maintained various studio equipment.
- Set up lights, backdrops and props for shoots and events.

- Utilized filters, edits and after-effects to enhance photos.
- Set up camera control equipment, stands and tripods for shoots.
- Cropped, manipulated and performed color balance for final images.
- Edited digital images lightly or with advanced techniques to create desired effects.
- Adjusted apertures, shutter speeds and camera focus according to lighting, depth of field, subject motion and exposure speed.
- Managed digital archives of photographs, and organized files.
- Coordinated and completed photoshoots for drivers, and various team members.
- Uploaded digital images for editing and archiving.
- Selected optimal locations, equipment and photography techniques based on social media needs and presentation.

Lead Detailer

City , STATE Toyota Direct / Jul 2018 to Oct 2019

- Waxed exterior of vehicles, removed compound with soft cloth and buffed to brilliant shine.
- Inspected parts, equipment and vehicles for cleanliness, damage and compliance with applicable standards and regulations.
- Maintained cleanliness and presentation of stockroom and organized chemical racks by size, style and color for visual appeal.
- Scrubbed, scraped and sprayed equipment and vehicles to remove build-up.
- Vacuumed interior, cleaned upholstery, rugs and other surfaces and added air fresheners to interior of vehicle.
- Applied wax to auto body and wiped and buffed surfaces with cloth or buffing machines to prevent oxidation.
- Restored and conditioned equipment with thorough cleaning, lubrication and maintenance.
- Inspected vehicles thoroughly to recommend changing of auto parts, painting and other necessary services.
- Eliminated downtime and maximized revenue by providing top project quality control.
- Juggled multiple projects and tasks to ensure high quality and timely delivery.
- Prioritized and organized tasks to efficiently accomplish service goals.
- Motivated and encouraged team members to communicate more openly and constructively with each other.

Education and Training

Some College (No Degree) : Business Administration And Entrepreneuership Ohio Dominican University City

Real Estate AAS : Real Estate Columbus State Community College City , State