

OPERATIONS MANAGER

Professional Summary

Results-driven, PMP Certified, operations and project management executive with 13 years of diverse experience in a Fortune 50 retail environment, inclusive of supply chain, compliance, merchandising and marketing positions. Expertise includes team leadership, technical architecture, training and development, disaster recovery planning, and information protection analysis. Dynamic, resourceful, and extremely driven individual with a deep passion for creating and delivering programs and solutions that empower a team, company, and customer to meet and exceed desired expectations.Â

Core Qualifications

- Operations management
- Client-focused
- Strategic Planner
- Proficiency in Digital Marketing
- Results-oriented
- Excel in Project Management
- Training and development
- Change management

Skills

- System Infrastructure Builds
- Disaster Recovery Services
- Cross-Functional Team Utilization
- Customer/Vendor Relationships
- Negotiations and Problem-Solving
- IT Security, Compliance and Governance
- Project, Program and Resource Management
- Budgeting, Forecasting and Procurement
- Strong Leadership Abilities
- Financial Analysis and Planning

Experience

Operations Manager 07/2015 to Current Fleetcor

- Work as part of a product team using agile development tools to build and pilot a new loyalty program for Target called redperks.
- Effectively created an offer setup and review process with cross-functional partners to ensure offers are set up on time and reviewed extensively to ensure minimal errors.
- Track offer performance and provide periodic updates to leadership and strive for continuous improvement through process and system enhancements.
- Lead efforts to build fraud and abuse reporting and partner closely with Assets Protection to continually identify new risks to the program

Program Marketing Manager 09/2014 to 12/2015 Amazon.Com, Inc.

- Pharmacy Rewards - Marketing Effectively managed the Pharmacy Rewards loyalty program for Target to drive forward and prioritize all technical program platform enhancements and marketing strategies while working closely with multiple cross-functional internal and external partners Led and supported enterprise Omni channel initiatives to increase Pharmacy Rewards member base, increase sales and drive forward overall success of the loyalty program Manage vendor relationship for Pharmacy Rewards and continually drive improved program stability, response time and program loyalty functionality Led Loyalty Marketing team through transition of pharmacy business to CVS including technical decommissioning of the program, completing program termination communication materials for the guest and building a strategy to transition Target guests successfully through system conversion activities with minimal impact to the guest.
- Sr.
- Project Lead, Property Development.

Business Process Consultant 08/2012 to 08/2014

- Led a large cross-functional group of internal stakeholders to define, document and implement processes to comply with fire code regulations within the supply chain Successfully created a sustainable Fire Code Compliance Program for Target and implemented processes and procedures without a capital expenditure request Effectively engaged appropriate resources and built strong relationships with cross-functional partners and multiple levels of leadership to successfully drive projects forward and define strategic initiatives for the Fire Code Compliance program Drove system enhancement opportunities for the organization with technology services to identify compliance gaps with environmentally sensitive data and effectively drove solutions through process and systematic enhancements Merchandising Process & System Development.

Operations Analyst 09/2010 to 08/2012 Cdw

- Business project manager at program level for Pharmacy Rewards loyalty program that dramatically increased incremental pharmacy sales & NPV for the organization.
- Led program transition inclusive of multiple internal business areas and directed vendor engagement model and communication strategy to improve program effectiveness and add clarity to business activities.

- Collaborated extensively with multiple business areas to create an internal team member tool and an external guest-facing website.
- Sr.
- Direct Vendor Ship (DVS).

Business Process Consultant 08/2009 to 09/2010

- Improved service level agreements with 60 strategic DVS vendors prior to 2009 peak season that increased sales over \$100K in a 3-month timeframe and created a quarterly process to continually monitor and improve SLA performance.
- Orchestrated the first Target.com DVS Operations Vendor Summit with six key strategic DVS vendors to share the DVS strategic vision, build stronger partnerships, and drive new strategies within the DVS network.
- Expanded shipping of 13K active DVS items to Alaska and Hawaii during 2010 peak season resulting in improved penetration within the marketplace and increased sales Transportation Planning.

08/2008 to 08/2009

- Led project team and applicable business partners to implement an outbound routing application to all Target Food Distribution Centers that saved over \$3M in transportation costs in the first 12 months in production.

Business Process Consultant 05/2007 to 08/2008

- Consultant representing Global Trade Finance on a large cross-functional program team to reorganize the company's international sourcing structure yielding millions in savings.

Import Process Developer 06/2006 to 05/2007

- Responsible for developing, publishing, and maintaining online procedures for multiple import teams and conducting training sessions to applicable parties.
- Edited, reviewed, and published a bi-weekly Newsletter to communicate trade information to over 300 partners at Target HQ and overseas offices.
- Global Compliance Audit Analyst, Global Compliance.

Verification Specialist 01/2004 to 06/2006

- Reviewed global factory compliance audits and identified areas of improvement based on the standard operating procedures and established guidelines.
- Employment , Team Member Service Center.

09/2003 to 12/2003

- Minnesota House of Representatives.
- Committee Page.
- Legislative Sessions 2002 & 2003.

Account Manager 05/2002 to 09/2002 Kroger Schaumburg Project Manager Cdw

- Bachelor of Business Administration degree: Marketing.
- Certified Professional (CPPM), Univ.
- of St.
- Thomas - July 2015.
- Project Manager Professional (PMP), Project Management Institute - January 2016.

Education

BBA : Business 2001 University of Wisconsin - Eau Claire City , State , USA Marketing

Professional Affiliations

- Professional Women's Organization
- Project Management Institute