

## MANAGER OPERATIONS

### Professional Summary

Driven Manager of Operations proficient standards and compliance requirements. Practiced at motivating team members to improve productivity while simultaneously tweaking processes to maximize efficiency. Ready to apply 14 years of experience to a long-term role with growth potential.

### Skills

- Team building
- Project management
- Reporting compliance
- Strategic planning
- Continuous improvement
- Coaching and mentoring
- Client account management
- Budget development
- Customer service-oriented
- Organized
- Inventory management
- Staff training/development
- Teamwork and collaboration
- Effective leader
- Deadline-oriented
- Conflict resolution
- Consistently meet goals
- Efficient multi-tasker
- Verbal and written communication
- Goal attainment
- Employee scheduling

### Work History

Manager Operations , 10/2011 to Current

Americold Logistics â€“ Gloucester , MA

- Oversaw receiving and stock management functions.
- Directed work of 3 employees when acting as manager on duty.
- Recorded job work completion, safety training, and inventory details in Google Drive and Excel, and also generated current reports outlining key metrics.
- Maintained all operations documentation in an organized manner.
- Maintained project quality with a hands-on management style.
- Exceeded company objectives with efficiency.
- Tracked trends and suggested enhancements that would both challenge and refine the company's product offerings
- Trained, coached and mentored staff to ensure smooth adoption of new program.
- Delivered customized and effective solutions to clients that met unique demands.
- Set project timelines and kept teams on task to complete milestones according to schedule.
- Ensured that each guest's experience was positive, memorable and consistent.

Operations Director , 01/2009 to 10/2011

Avalon Bay â€“ Old Bridge , NJ

- Directed staff of 4 personnel and managed budget totaling \$400,000 annually.
- Established and maintained procedures and policies.
- Improved company revenue by collaborating with marketing, sales and service departments.
- Reviewed financial and operational reports on a regular basis to make effective decisions.
- Negotiated contracts, pricing structures and delivery schedules.
- Ensured that each guest's experience was positive, memorable and consistent.
- Negotiated and finalized contracts with new and existing customers.
- Tracked trends and suggested enhancements that would both challenge and refine the company's product offerings
- Delivered customized and effective solutions to clients that met unique demands.
- Set project timelines and kept teams on task to complete milestones according to schedule.
- Monitored the market to capitalize on the latest trends.
- Generated and developed leads to acquire new clients.
- Maintained project quality with a hands-on management style.
- Trained, coached and mentored staff to ensure smooth adoption of new program.
- Incorporated suggested changes to layouts and promotions to drive sales.
- Maximized category turnover through proactive management strategies.

Manager Operations , 08/2005 to 01/2009

Americold Logistics â€“ Industry , CA

- Maintained all operations documentation in an organized manner.
- Directed work of 17 employees when acting as manager on duty.
- Oversaw receiving and stock management functions.
- Monitored the market to capitalize on the latest trends.
- Maintained project quality with a hands-on management style.
- Maximized category turnover through proactive management strategies.
- Incorporated suggested changes to layouts and promotions to drive sales.

- Oversaw up to 5 projects at a time without sacrificing standards.
- Set project timelines and kept teams on task to complete milestones according to schedule.
- Trained, coached and mentored staff to ensure smooth adoption of new program.
- Hired and trained 40 of staff.

#### Education

High School Diploma : 2000

Bennington Secondary School - City , State

Associate of Arts : Architectural Drafting , 2004

Vatterott College - Omaha - City , State

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