

OPERATIONS MANAGER

Professional Summary

I am focused on supporting business management with developing and implementing successful operational and service policies. Well-versed in service industry practices, standards and regulations. Solid financial acumen, operations experience and natural leadership talents. Accomplished and creative Executive Manager possessing multifaceted experience and proven ability to re-energize and restructure organizations, develop strategic initiatives and capture emerging business opportunities. Results-oriented, decisive leader adept at forging lucrative relationships with key partners, vendors and clients. Recognized for turning around struggling company operations to achieve sustained growth. Experienced manager with over 6 years of experience in customer service. Excellent reputation for resolving problems, improving customer satisfaction, and driving overall operational improvements. Consistently saved costs while increasing profits.

Skills

- Budgeting
- Team Leadership
- Training and development
- Effective leader
- Exceptional interpersonal communication
- Marketing promotions
- Budgeting
- Budgets
- Budget
- Coaching
- Interpersonal communication
- Contract negotiations
- Customer service
- Decision making
- Team Leadership
- Marketing
- Meetings
- Policies
- Quality
- Safety
- Sales
- Sound
- Staffing

Work History

Operations Manager , 09/2016 to 12/2018

Enterprise Information Services â€“ Pikeville , KY

- Established and administered annual budget with effective controls to prevent overages, minimize burn rate and support sustainability objectives.
- Evaluated suppliers to assess quality, timeliness and compliance of deliveries, maintain tight cost controls and maximize business operational efficiency.
- Educated operations team on best practices, company policies and service excellence standards.
- Helped team members maintain business professionalism by coaching each on methods for delivering exceptional service to every customer.

General Manager , 10/2012 to 08/2016

Fidelitone â€“ Albuquerque , NM

- Enhanced operational success through effective staffing, strong training, adherence to safety regulations and well-timed customer service.
- Managed budget implementations, employee reviews, training schedules and contract negotiations.
- Held weekly meetings with the management team to identify techniques to overcome sales obstacles.
- Organized budgets, oversaw P&Ls and achieved margin targets consistently to stay on track with growth plans.

Squad Leader , 07/2005 to 07/2011

Fidelity Investments â€“ Johns Creek , GA

- Advised team of 4-16 Marines on operations, intelligence and risk assessments in daily briefings.
- Patrolled designated coverage areas and evaluated terrain for defensive use.
- Briefed team on readiness, equipment status and enemy locations on daily basis to enable sound decision making.
- Molded team and embraced change to adapt within dynamic atmospheres.

Education

Associate of Arts : Nutrition Sciences Santa Fe College - City , State

High School Diploma : 2005

Middleburg High School - City , State

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Skills

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