

## OPERATIONS MANAGER

### Professional Summary

Versatile operations manager leads team with positivity and productivity, creating a friendly- yet professional, organized environment ; achieving common goals and delivering excellence. Setting a good example, being articulate with details-, and clear communications' for expectations. Relishing in multi-tasking, and thriving under pressure while maintaining a professional, respectful work ethic. Representing the business with integrity and competence I take seriously. Seeking to commit to an established company and collaboratively oversee operations and demonstrate/lead employees with standards and special skills that I have acquired over 16 years working as a business professional.

### Work History

Gana-A'yoo, Limited - Operations manager

Anchorage , AK 11/2016 - 06/2021

- Successfully managed all aspects of operations for 4 of 10 franchise retail locations in Orange County.
- Monitoring costs, overseeing staff and Ensuring quality customer service and upmost patience- (working with the majority clients being senior citizens.)
- Attended professional development courses as well as keeping up to date with corporate technological advances- including new products and launching in stores.
- Managed costs, oversaw sales and human resources. procedures and protocols.
- Administered basic hearing tests, including air conduction, bone conduction or speech audiometry tests.
- Fitting devices, advanced sales effectiveness and follow up with patients to achieve a Award of excellence from Corporate based on exceptional sales numbers.
- Assisted with marketing strategy creation and advertising initiatives to better promote facility to public

Lake Havasu Property Rentals - Lead Coordinator & Senior Advisor

City , STATE 02/2013 - 11/2016

- Property Management for 6-8 luxury property estates in Lake Havasu, Arizona.
- Coordinated schedules, contracts and timelines for all bookings.
- Developed and executed marketing programs and posting on various websites, resulting in increased company exposure, sales.
- Ensured that all state/local laws were kept in accordance with.
- Acted as liaison between renters and homeowners to ensure positive experiences for both parties.
- Special Events Coordinator. Using outside vendors to create unforgettable events, while "upselling"
- Overseeing and advising staff; housekeeper, greenskeeper, and pool staff, quality control.
- Managed inventories' for all locations- From cleaning supplies to pool towels.
- Completed final walk-through evaluation for the homeowners upon checkout, ensuring condition standards and inspecting for damages.

Precision Services Group - Project Manager and Online Division Leader

City , STATE 03/2006 - 01/2013

- Worked with senior sales associates and served as the Presidents Project Manager to ensure complex printing projects were completed from beginning to end (from the time the artwork was submitted through shipping)
- Coordinating with several staff members to develop, produce and deliver high-end commercial print jobs throughout the U.S.
- Critical Time Management- Meeting customers expectations of not only delivering quality products but in a timely and sometimes very quick turnaround.
- Meeting in person high-end executives to complete Press Checks, building trusted relationships/reputation with exclusive professionals
- Working hand in hand with outside vendors to coordinate outsourcing in a timely fashion.
- Mailing/Sorting knowledgeable- Coordinating with in-house personnel to ensure any mail pieces were printed/distributed accordingly.
- Professionally communicating effectively with advertising and marketing executives from exclusive companies such as: AAA Autoclub, Quicksilver, Marriott Hotels, and Disney, delivering products of quality and satisfaction.

### Additional Information

- Awards , Miracle Ear- Office of the Year 2020 February 2020 Laguna Woods location was awarded for excellence in delivering customer satisfaction and high sales numbers for our region.

### References

Kevin Smith , *President.* - Precision Services Group - (714) 612-5471

Lisa Nelson, *President , Owner-* Miracle Ear - AA Hearing Inc., (Orange County) - (949) 291-7329

Ann McBride, *Owner* - Lake Havasu Property Rentals - (928) 395-1677

### Skills

- Multi Site Operations & Staff Management
- Employee relations and conflict resolution

- Professionalism- Being prepared Planning/Coordination
- "Go Getter" Attitude- Achieves Goals Under Pressure
- Time Efficient Logistics Management
- High Quality Control Standards
- Superb Oral & Written Communication Skills
- Adobe, Logic SQL, Quickbooks, Sycle.net and Excel Savvy
- Print/Mail/Advertising Expert
- Sales background with exceptional Record
- Leaves emotions and personal business at home
- Sales Driven with Excellent Record
- Leaves emotions and personal business at home

#### Education

San Clemente High School City , State 06/2004 High School Diploma

Cuesta College City , State 06/2006 Business/Business Law

Relevant Coursework Completed: Business Law, Business Management, Psychology and Criminal Justice.

State of California- Department of Consumer Affair City 02/2018 License To Dispense And Fit Hearing Aids : Audiology