

OPERATIONS MANAGER

Summary

As a Benefit & Compensation Coordinator, I will be immersed with day-to-day operational duties. Strong focus of benefits, HRIS, compliance, employee relations, training and development. Personable Human Resources Coordinator versed in organizing all pre-employment training for incoming candidates, as well as performing extensive background checks in the highest level of confidentiality. I'm very organized with a keen eye for detail, looking to be part of your great establishment.

Highlights

- New employee orientations
- Staff training and development
- Maintains confidentiality
- Human resources compliance
- Human resources management
- Organized

Accomplishments

• Promoted to Operations Manager after just past one year of employment.

• I have trained and developed a team within the last 8 months to perform in the top three within our District consecutively. Lead a team of ten through a store re-model, sales are up 10% weekly basis.

• I Have trained two Operations Managers and two store managers within the last two years of my career, gaining recognition in district wide meeting from my District Manager.

Experience

Operations Manager 11/2008 to Current Abm Clairton , PA

- Obtained the Operations Management position after being promoted quickly, twice within my first year. I selected and interviewed candidates for all available positions. Conducted telephone and on-site entrance and exit interviews for all employees, while answering questions during processes.
- Assessed employee performance and issued disciplinary notices. Managed over 32 personnel files according to policy and federal and state law and regulations at a single time. Generated employee tracking reports each month.
- Completed payroll processing from start to finish for more than 32 employees. Offered consistent payroll disbursement with accurate record keeping of employee PTO and vacation accruals. Managed communication regarding employee orientation and open enrollment for benefits.
- Helped train and develop staff with all aspects of training coordination. Resolved personnel issues regarding human resources matters needing clarification, submissions and corrections.
- Organized employee schedules, department phone lists and business card orders. Drafted department-specific employee announcements.
- Developed a great team within last 8 months. We are consistently producing within top 3 ranks of our District. The stores Customer Experience Index survey reporting has gone from a 45% to 77%, (72% being the district standard). Putting us above the company's expectations, placing us 2nd within the district.

Assistant Store Manager 04/2007 to 11/2008 At&T Lorton , VA

- Side-by-side with the Store Manager and District Manager while re-directing stores goals, merchandising, improved ad-on sales and metrics.
- Selected and interviewed candidates for all available positions. Assessed employee performance and issued disciplinary notices. Generated employee tracking reports each month.
- Completed payroll processing from start to finish for more than nine employees. Organized employee schedules, department phone lists and business card orders.

Department Manager 08/2006 to 04/2007 Coorstek Grand Junction , CO

- Prior to stepping up as Department Manager, sales were down 40%. I assessed what would drive more sales, worked closely with my team, developed new sales culture through training program. I redesigned the flow of departments, displays, improving layout of shoppable products. My six departments had a great new attitude and had risen to the top selling departments while producing up in sales by 25%.
- I worked side-by-side with the Store Manager to assess and develop the remainder of the store, with a strong action plan and strict standards the overall stores sales went up 15%.

Education

Associate of Arts : Business/Human Resources 2016 Palm Beach State College City , State

• Emphasis in Business

• Coursework in Business, Economics and Organizational Development

Fine Arts School of Visual Arts City , State

• Top 10% of class

• Emphasis in Fine Art

• Minor in Art Therapy

High School Diploma : Fine Arts 2005 Wellington High School City , State

• Emphasis in Fine Arts

• Graduated with Honors

• National Art Honor Society, Vice President

• Academic Achievement Award

Skills

• Proficient with computers, Excel, Microsoft Word. Knowledge with Lawson HRIS and able to uphold confidential information. A keen eye for detail and accuracy, always works within a timely manner. Hard worker with enthusiastic people skills, great with problem solving and remarkable organizational skills.