

OPERATIONS MANAGER

Career Overview

Resourceful professional with a successful track record in office administration. Capabilities include: Excellent computer skills Word, Excel, PowerPoint, Outlook, Quickbooks, cloud hosted Customer Relationship Management and accounting softwares. Ability and willingness to quickly learn new software. Strong oral and written communication skills. Database management proficiency. Professional level writing skills and commitment to the accuracy and integrity of information.

Skill Highlights

- Deadline-oriented
- Organizational Skills
- Problem resolution
- Employee training and development
- QuickBooks
- Vendor Management
- Microsoft Office
- Account Management
- Schedule management
- Spreadsheet development
- Time Management
- Telephone Skills

Core Accomplishments

Customer Service

- Handled customers effectively by identifying needs, quickly gaining trust, approaching complex situations and resolving problems to maximize efficiency.

Data Organization

- Improved office organization by compiling quarterly budget reports, financial spreadsheets, organizational charts and company data reports using advanced Microsoft Excel functions.

Administration

- Performed administration tasks such as filing, developing spreadsheets, faxing reports, photocopying collateral and scanning documents for inter-departmental use.

Payroll Assistance

- Assisted with payroll preparation and entered data into cumulative payroll document.

Calendar

- Planned all meetings and travel for multiple supervisors.

Scheduling

- Facilitated on-boarding of new employees by scheduling training, answering questions and processing paperwork.

Process Improvement

- Oversaw implementation of various initiatives which resulted in more cost-effective service and preempted difficulties in the future.

Professional Experience

Fidelitone January 2014 to March 2015 Operations Manager
San Diego, CA

- Maintained detailed administrative and procedural processes to improve accuracy and efficiency.
- Coordinated all department functions for team of 5 employees.
- Managed forensic project billing, insurance records, client bills and company files using a dysfunctional online tracking system.

Koorsen Fire & Security February 2011 to January 2014 Office Coordinator & Committee Liaison
Muncie, IN

- General AP/AR tasks and front desk coordination
- Answered telephone calls, walk in clients; other office duties.
- Fostered network opportunities and leadership skills;
- Reported Committee activities to the AIA/IA Board;
- Reviewed committee workplans, budgets and succession plans
- Provided understanding of AIA/IA vision, mission and purpose to the AIA/IA Knowledge Committees.

Darling Ingredients, Inc. June 2009 to August 2010 Office Manager /Paralegal

Eureka , CA

- Organized and maintained law libraries, documents and case files.
- Drafted and typed grammatically correct office memos.
- Maintained the master calendar for client appointments and court appearances. Composed and revised legal documents, including letters, depositions and court documents.

Koorsen Fire & Security September 2007 to September 2008 Office Manager
South Bend , IN

- Analyzed and monitored global developments through media monitoring and attendance at congressional hearings on issues affecting U.S. foreign policy and briefed project co-directors through reports and presentations.
- Coordinated internal workshops and seminars on key foreign policy issues and made strong contributions to foreign policy papers in the area of U.S foreign relations.

Crosson & Sodowsky PLLC January 2006 to June 2007 Secretary
City , STATE

- Managed all administrative tasks and assisted in financial record keeping
- Worked closely with attorneys to draft all pre-litigation and litigation correspondence, reports, summonses, complaints, demurrers, pleadings, and motions.
- Propounded and responded to discovery and engaged in all phases of trial preparation.
- Reviewed/organized files and conducted extensive computerized legal research.

Orphan Foundation Of America June 2005 to December 2005 Office Manager
City , STATE

- Provided strong leadership by ensuring compliance with government regulations for charitable organizations, registering foundation with all US states and territories, and by timely submission of financial records.
- Collaborated with Scholarship Director and ETV Program Directors to guarantee timely disbursement of nationwide grants to eligible foster youth.
- Streamlined office operations and procedures in an effort to maximize employee productivity and efficiency.

World Health Organization September 1999 to March 2005 Secretary/Data Manager
City , STATE

- Member of the provincial steering committee on EPI/Polio Eradication and Secretary to the Provincial Communications Technical Group.
- Served as Master Trainer for health mapping and disease surveillance software.
- Played vital role in establishment and management of house-to-house vaccination campaigns on regional level in the North West Frontier Province and Tribal areas of Pakistan.
- Charged with the entering, filing, updating, and analyzing of AFP disease surveillance data collected from health facilities.
- Compiled data into a comprehensible report for review by steering committee and all concerned partner agencies.

Education

The George Washington University May 2007 Master of Laws : Fundamentals of US Law City , State

University of Peshawar August 2000 Bachelor of Laws : Law City , Pakistan

Edwardes College August 1996 B.A (Bachelor of Arts) : Law & Political Science City , Pakistan

U.S Institute of Peace Certificate Course in Conflict Resolution and Interfaith Conflict Resolution : Conflict Resolution

Professional Affiliations

Chair of Legal and Ethics Committee of The United States Institute of Building Documentation. Vice-Chair of ABA Section of International Law Islamic Finance Committee. Member Editorial Board of the newsletter of International Mergers, Acquisitions and Joint Ventures Committee of the ABA Section of International Law.

Skills

administrative, AIA, AP, AR, budgets, Conflict Resolution, database, DC, filing, financial, government, grants, leadership, leadership skills, Law, legal research, litigation, Director, materials, meetings, office, network, policies, presentations, record keeping, Research, seminars, Trainer, vision, workshops