

OPERATIONS MANAGER

Executive Profile

EXECUTIVE OPERATIONS MANAGEMENT Highly accomplished visionary Executive with regional and national experience in legal, customer service, operations, P&L management, multi-site management, strategic positioning, technology development, acquisitions, and strategic planning with both startup and growth organizations. Thrives in dynamic and fluid environments while remaining pragmatic and focused.

Skill Highlights

Goldmine, Microsoft Word, Excel, Access, Integration, Power Point, Equitrac Billing Tracking System, Acrobat, E-COPY, HR DOCSTORE.

Professional Experience

Operations Manager

January 2013 to Current General Physics Corporation

- Reporting to the Regional Vice President hired by IST to assess operations and implement change management strategies in the lowest rated region in the United States to improve operational effectiveness, ensure contract compliance, increase quality control, improve customer satisfaction, develop new training initiatives and recover cost.
- Directed development and revision of Standard Operating Procedures for the region and on eleven accounts.
- Design, implementation, oversight and training in quality control programs on eleven accounts resulting in an overall regional product delivery accuracy rating of 99.5% Spearheaded organizational restructuring throughout the region resulting in increased customer service, a 31% increase in staff training levels, and a 99% rating in operations reporting compliance.
- Using marketing strategies within client organizations adding \$40k in scanning projects to IST's monthly revenue.
- Oversaw monthly, quarterly and annual reporting and communications to regional clients on current operations.
- Utilizing the "Business Owner Mentality" model of open two-way communication, advanced training and recognition increased employee retention by 14% year over year.
- Managed third party vendor contracts for client base resulting in a collective cost recovery of \$230k, identification of contract violations and improved service.
- Designed IST's new orientation and training platform for new hire employees and managers.
- This contributed to a 28% increase in employee retention nationally.

January 2013 to January 2015 Bickford Senior Living

- Student, Masters of Science in Human Resources.

Area Operations Manager

January 2010 to January 2012 Great Expressions Dental Centers i¼ Oklahoma City , TX

- Recruited by Area Vice President to design and lead client projects focused on operations and change management, service quality, process improvement, performance measurement, team solutions, and leadership development for national outsourcing company specializing in operations support, facilities, production, IT and other services.
- Directed 300 managers and staff on 93 locations producing \$40M in revenue.
- Directed Sales and marketing teams resulting in \$10M in new revenue.
- Director for 93 locations providing Hospitality, Facilities, Records Management, Reception, Courier, Billing Tracking Services, Managed Document Services, print production, IT and Office Services support to 14 legal accounts.
- After assuming an organization with declining revenue and profit restructured area and implemented area wide cost recovery and control programs resulting in a \$2.6 million savings.
- Guided management team in updating Standard Operating Procedures, implementation of quality control programs, training and development of workforce and improved client communications.
- Member of the Area Executive Team reporting to the Area Vice President worked on Area Change Management Strategies, Cultural Development, Customer Service Initiatives, and marketing.
- Management of accounting and collection department recovering approximately \$650k outstanding balances.
- Directed the training department in evaluation of the workforce, developing and executing of current and next level training programs resulting in all 300 personnel achieving 100% rating and a 37% increase in the internal promotion rate.
- Implemented change management strategies intended to reverse the competitive decline of the Business unit resulting in the highest business retention rate in seven years and year over year gross profit of 156%.

Regional Director of Operations / National Account Manager

January 2006 to January 2010 IST Management Services i¼ Iowa City , STATE

- Recruited by Regional Vice President to build business operations and assist with sales for a newly formed six state region growing the area to 28 accounts with Over 100 managers and staff producing \$5M in annual revenue in four years.
- Led strategic initiative to improve service, communication and added value services resulting in the region becoming the fastest growing market in the United States.
- Hands-on/in the field approach led to 23 internal regional promotions in 2.5 years, regional employees winning the highest company award four years in a row, 99% client retention and expansion of new business due to building client confidence through outstanding customer service.
- Directed monthly, quarterly and annual management report meeting in review of operating procedures and quality on regional accounts Identified Key Performance Indicators (KPI) and established targets to incorporate into 1- and 3- year business plans.
- Researched, recommended and managed networking and document management systems.

Education

Bachelor's Degree : 2005 Indiana University

Master of Human Resources : June 2015 Indiana State University

Affiliations

High-performing business-management executive with expertise in building/optimizing organizational processes, measurement systems, accounting, training, sales, customer service and infrastructure to maximize business results. *More than 15 years' management experience in organizational leadership and relationship building with clients and team members. *Skilled strategist who transforms strategic plans into workable solutions and benchmarks performance against key operational targets/goals. *Senior Leader with extensive scope of responsibility, proven success, and track record of delivering optimal results in high-growth environments through initiatives that exceed operational performance targets and yield measurable outcomes.

Additional Information

- AWARDS U.S. Presidential Letter of Thank You, Site Manager of the Year (2), National Circle of Excellence Award (3). Amendment Sales Winner (3), High Performance Award (2), U.S. Navy Letter of Commendation (2), Good Conduct awards (2), Overseas Service Awards (3), Meritorious Unit Commendation and National Defense Medal.

Skills

accounting, Acrobat, approach, Billing, business operations, Business Owner, business plans, Change Management, competitive, contracts, client, clients, customer satisfaction, Customer Service, delivery, document management, staff training, Goldmine, gross profit, Human Resources, HR, leadership development, legal, Director, marketing strategies, marketing, market, Access, Excel, Office, Power Point, Microsoft Word, networking, next, organizational, personnel, print production, process improvement, producing, profit, promotion, quality, quality control, Reception, reporting, Sales, scanning, strategic, training programs