

OPERATIONS MANAGER/FOUNDER

Highlights

- QUALIFICATIONS SUMMARY

- Results-driven management professional with over 10 years experience building and motivating dynamic teams. Well-rounded retail background with proven strengths increasing sales revenue, maximizing profit/ productivity while reducing cost and inefficiencies. High energy leader committed to deliver impeccable customer service and satisfaction.
- Cost Control
- Strategic Planning
- Inventory Management
- Staff Development
- Quality Assurance
- Goal Attainment
- Team Leadership
- Customer Service

Experience

01/2012 to Current

Operations Manager/Founder Save-A-Lot 1/4 Newark , NJ

- Founded Electronic Cigarette Company successfully growing it from start-up through current operations of 1M in annual sales.
- Oversee all sales, pricing, marketing, strategic growth planning and human resource functions.
- Manage budget and inventory.
- Selected Contributions: Meet ongoing and financial and operational objectives by leveraging business management best practices.
- Grow organizational effectiveness by coaching staff on service delivery, sales, and marketing.
- Analyze market trends and statistics to forecast growth potential.

01/2005 to 01/2012

General Manager/Co Kompak Stores 1/4 City , STATE

- Operated and managed chain based convenient store providing groceries, deli, beer/wine and tobacco.
- Held full P&L responsibility, along with budget management.
- Oversaw loss prevention, while minimizing shortages and reducing excess inventory levels.
- Forecasted growth plan quarterly.
- Managed merchandising, staffing assignments and payroll along with A/P, A/R and store accounts.
- Traugh conf'd.

01/2005 to 01/2012

District Manager Kompak Stores 1/4 City , STATE

- Responsible for managing all aspects of 4 stores, including budgets, expenses and loss prevention, increasing sales revenue, minimizing shortages and reducing excess inventory levels.
- Responsible for merchandising, personnel assignments, training, inspections, cash transfers, bank deposits, payroll, documentation and ensuring compliance with regulatory agencies.
- Trained new hires on standard operations and ethical practices to ensure professional service.
- Sound and effective oral and written communication skills.
- Profound and effective interpersonal skills.
- Uncommon knowledge of recruiting, interviewing, hiring, counseling and termination practices including legal compliance and internal processes.
- Exceptional knowledge of cash, facility and safety control policies and practices (deposits, store keys, SAFE program, etc.).
- Excellent organization skills with attention to detail.
- Scheduling daily job assignments of store workers.
- Maintaining optimum stock levels for all products Inventory management Periodic accounting and auditing of each section Observing perfect cleanliness and sanitation across the store.

01/2002 to 01/2005

Auto Claims Adjuster/Investigator State Farm Insurance 1/4 City , STATE

- Responsible for coordinating appraisals and conducting inspections of damaged vehicles, preparation of repair estimates and interfacing with repair shops and parts providers as well as verification of adequate insurance coverage, all while ensuring a high level of customer service and satisfaction.
- Responsible for handling property and casualty, commercial and bodily injury claims as well as investigating property damage, conducting interviews, analyzing information and negotiating claim settlement.
- Duties also included corresponding with attorneys, photographing accident scenes, estimating and conducting follow-ups.
- Negotiated liability exposures and subrogated claimant carriers on behalf of policyholders.
- Resolved hundreds of bodily injury claims, assisting to meet and exceed office goal severities.
- Educated and informed the insured on their policy and the claims process, personally yielding higher customer service than targeted by

company goals.

- Organized and prioritized time sensitive projects and claims, including total loss vehicle claims and catastrophe claims.
- Negotiated customer service escalations and technical questions with expert knowledge of insurance regulations and insurance policies
Applied policy provisions when appropriate and recommended denial of coverage in cases of fraud or policy exclusion
Reviewed medical bills and determined compensability for injured parties
Negotiated fair settlements of bodily injury claims with claimants and attorneys
Assisted supervisor by authorizing checks and approving denials requested by other team members
Corresponded with or interviewed medical specialists, agents, witnesses, or claimants to compile information.
- Assessed the cost or value of a claim and identified fraudulent claims for further investigations.
- Calculated loss payments and approved payment of claims within a certain monetary limit.
- Knowledge and application of insurance policies for proper determination of coverage.
- Confirmed coverage through accurate application of policy detail, drivers, vehicles and associated coverage.
- Secured recorded statements from insured policyholder, claimants, witnesses, paralegals, attorneys, insurance carriers, Medical providers, agents and others.
- Prepared detailed liability investigation reports for claims involving multiple exposures.

Education

Bachelors Degree : Political Science Sociology West Virginia University i¼ City , State Political Science Sociology 3.2

Skills

accounting, A/P, attention to detail, auditing, budget management, budgets, budget, business management, coaching, interpersonal skills, oral, Cost Control, counseling, Customer Service, delivery, documentation, drivers, estimating, financial, hiring, human resource, insurance, Inventory management, inventory levels, inventory, Team Leadership, legal compliance, loss prevention, managing, Analyze market, marketing, merchandising, office, negotiating, organizational, organization skills, payroll, personnel, policies, pricing, processes, profit, Quality Assurance, recruiting, retail, safety, sales, Scheduling, settlements, Sound, Staff Development, staffing, statistics, strategic, Strategic Planning, supervisor, written communication skills