

REGIONAL OPERATIONS MANAGER - (1099 - 6 MONTH CONTRACT)

Summary

Ambitious Operations Manager with more than 11 years of management experience. Strong analytical and critical thinking skills to solve complex operational problems. Proactive in flagging and developing solutions for process inefficiencies. Seeking to apply management talents to drive long-term company growth.

Highlights

- Strategic planning
- Global and strategic sourcing
- Procedure development
- Inventory control
- Analytical
- Personable
- Team building
- Multi-unit operations management

Experience

Regional Operations Manager - (1099 - 6 Month Contract) , 08/2014 to 02/2015 Alarm.Com i¼ Liberty Lake , WA

- Initial Launch of Raleigh market for the On-line delivery platform
- Developed 8 minute drive time delivery zones customized to detailed target market to include NCSU, Meredith, Campbell Law School, and Downtown Raleigh Business District.
- Increased company market share by 131% in just 6 months.
- Cut company operating budget by \$3,100.00 through Detailed Scheduling analysis and Reliability scoring points program.
- Developed and shared best practices across the company, including hiring quality over quantity, efficient and effective operational play-book guideline.
- Recruited, hired and trained 36 new employees for Delivery Operations and Marketing.
- Oversaw the development and launch of OrderUp Inc Raleigh Market.
- Revamped the mentorship program, resulting in a 26% improvement in driver reliability.

Human Resources Manager , 04/2014 to Current United Parcel Service i¼ City , STATE

- Recruited and interviewed 186 applicants per quarter. Increased the employee base by 21% to meet changing staffing needs.
- Answered employee questions regarding Union Contract, Payroll, W-4, I-9, Advancement opportunities, Direct Deposit, Educational Assistance, 401K, health benefits (Medical, Dental, and Vision) and resolved any issues.
- Advised managers on organizational policy and recommend needed changes.
- Conducted new employee orientation to foster positive attitudes towards organizational objectives.
- Identified staff vacancies and recruited, interviewed and selected applicants.
- Served as a link between management and employees by handling questions, interpreting and administering contracts and helping resolve work-related problems.
- Addressed inquiries from employees and management regarding new-hire activity and ongoing employee relation issues.
- Worked with senior-level management to create fair and consistent HR policies and procedures.
- Created and managed more than 182 confidential background checks and formed personnel records.

Operations/Financial Manager , 06/2003 to 04/2013 United States Navy i¼ City

- Reconciled daily inventory in Quick-books, Nalcomis, Askit 7.1.1 systems for 850,000 NSNs (National Stock Number).
- Cut inventory by more than half and improved on-time delivery to 97.2% by creating an Expediter training program geared toward commercial vendor relationships and networking.
- Developed department's first incentive performance plan which motivated staff and resulted in a 23% increase in productivity.
- Initiated program that standardized employee training and led to increase in customer satisfaction by 12%.
- Recipient of the Navy and Marine Corps Achievement Award in 2002 and 2005. Nominated "Sailor of the Year" Candidate in 2008.
- Managed an Operational Budget of \$7.6 Million per quarter with zero discrepancies following all GAAP procedures.

Leading Operations Logistics Officer , 01/2000 to 01/2010 United States Navy i¼ City

- Maintained and processed all report files, A/R, A/P, P&L statement, Capital Statement, Cash Flow Statement, 100 percent accountability for a quarterly budget of \$1.28 Million dollars.
- Detailed shipping records, and correspondence files; arranged customer requirements and services; maintained supply and transportation discrepancies; prepared expenditure documents for disposition; identified hazardous material (HAZMAT); verified material safety; performed causative research for stock discrepancies; processed material issued from stock reserves; performed extensive inventory (wall-to-wall) valued over \$1.8 million dollars using the FIFO method.
- Performed administrative duties including data entry, inventory management, commercial vendor contracts, payroll, purchase card holder, and travel claims for military personnel.
- Managed 8 Logistical in personal and professional advancement.
- Leading, Training, and Safety Petty Officer for supply division.
- Awarded Navy Achievement Medal (x2). Honorable Discharge.

Education

Bachelor of Science : Business Economics , 2013 Florida Atlantic University i¼ City , State , USA

Business Economics with a Minor in Accounting. Founding Father of Pi Kappa Phi Fraternity FAU Chapter. Managerial Statistics and Management Communication coursework. Coursework in Business Communications and Management Information Systems. Operations and Quality Management coursework.

Skills

Account Management, Accounts Payable/Receivable, Budgeting, Business Development, Client Relations, Customer Satisfaction, Customer Service, Domestic and International Experience, Expense Control, Internal Auditing, Lead Development, Marketing, MBA, Multi-Task Management, Weekly Payroll, Administrative, Cash Flow Statement, contracts, data entry, delivery, Human Resources, Inventory, Inventory management, leadership, Logistics Management, Networking, Organizational multi-division operations, Quick-books, Research, Safety, Shipping/Receiving.