

OPERATIONS MANAGER

Professional Summary

Results Oriented Operations Manager with over 20 years experience as a dynamic detail-oriented professional with unsurpassed work ethic. Talented professional with multifaceted experience. Adaptive and deadline-oriented with capacity to execute administrative functions and multiple projects in a fast paced environment. Proven success in leadership, operational excellence and organizational development with keen understanding of elements of retail pharmacy business.

Skills

- Strong multi-tasking
- Team Leadership
- Quality assurance
- Meticulously detail-oriented
- Coaching and mentoring
- Effective leader
- Staff training/development
- Strategic Planning
- Business Operations
- Unsurpassed work ethic
- Solution management
- Merchandising expertise
- Exceptional customer service

Work History

Operations Manager , 09/2019 to Current

Elsupermarkets â€“ San Diego , CA

- Established operational objectives, work plans, and delegated assignments to subordinate managers
- Monitored customer feedback to devise business strategies and determine process improvements for better customer experiences
- Maximized productivity and management systems by establishing specific goals and managing operations
- Optimized organizational operations and facilitated decision-making by examining problem-solving concepts, including quantitative methods and techniques
- Set, enforced and optimized internal policies to maintain efficiency and responsiveness to demands
- Strengthened merchandising and promotional strategies to drive customer engagement and boost sales
- Built talented and valuable team of departmental employees through outstanding mentoring, coaching and teaching skills
- Optimized store displays and appearance via strategic merchandising
- Assessed sales reports to identify and enhance sales performance, support inventory oversight and capitalize on emerging trends
- Provided excellent customer service, promoting membership loyalty and increasing customer satisfaction rates
- Exceeded sales goals and accomplished business objectives by inspiring staff and promoting target products

Operations Supervisor , 09/2018 to 09/2019

Broadridge â€“ Oklahoma , PA

- Created and implemented strategies for improving operational efficiency and accuracy
- Enforced regulatory and company policy compliance to improve workplace and employee safety and readiness
- Reviewed documentation such as invoices and shipping paperwork for accuracy and compliance
- Motivated and trained employees to maximize team productivity
- Encouraged and promoted ideas aligned to business needs and benefits
- Processed inbound and outbound shipments with high accuracy and efficiency by effectively directing associate teams and managing inventory processes
- Monitored daily and weekly key performance indicators to maintain on-track status
- Reviewed and assessed ongoing operations, developing initiatives for continuous process improvement
- Closely monitored operations and performed regular safety audits for adherence to administrative policies and compliance regulations
- Excelled in every store position and regularly backed up front-line staff to keep expertise fresh and relevant
- Created, managed and executed business plan and communicated company vision and objectives to motivate teams
- Opened and closed location and monitored shift changes to uphold successful operations strategies and maximize business success
- Set aggressive targets for employees to drive company success and strengthen motivation

Shift Supervisor , 10/2007 to 10/2018

Sonoco â€“ Waco , TX

- Helped store management meet excellent standards of service and quality in daily operations at Flagship location
- Completed store opening and closing procedures, including setting up registers and checking products
- Worked with team members to improve performance and implement training updates
- Applied security, safety and loss prevention strategies during shifts
- Eliminated customer service issues by quickly resolving disputes and correcting problems
- Extensive experience processing online sales orders through CVS.com
- Worked as part of the Operations Team in several CVS Take High Higher Remodel Projects
- Maintained and merchandised Cosmetics Department, implemented planograms, and created attractive displays
- Performed wide range of pharmacy operations with strong commitment to accuracy, efficiency and service quality

Beauty Department Manager , 10/2005 to 04/2008

CVS Health – City , STATE

- Prepared interesting and innovative visual displays to grab customer interest and promote sales
- Created interior displays to promote products in alignment with corporate sales objectives
- Conducted product demonstrations to highlight features and redirect objections to positive aspects
- Arranged consistent shelves, bins and racks at several locations by following established planograms
- Recruited, hired and trained ten new team members
- Aligned inventory processes with demand projections to maximize organizational and budget efficiency

Education

Associate of Science : Social Studies Education , 05/2009

Ocean County College - City , State

- Foundation Scholarship Recipient
- Completed additional 33 semester hours in Paralegal Studies
- 2009 Legal Assistant Certificate

Kean University - City , State

- Attended 2010-2015
- Completed 100 credits toward a Bachelor's Degree in Sociology