

OPERATIONS MANAGER

Career Overview

Results driven management professional that is focused in servicing and diversifying the operational needs of organizations. Adept in fast-paced work environments that demand increasing responsibility and solid team leadership. Well-honed analytical and problem-solving skills enhanced by high-level organizational and planning abilities. Demonstrated knowledge of compliance requirements combined with expertise in finance operations and customer service. Organizational Leadership Strategic Planning & Implementation Customer Relationship Management Policy & Procedure Administration Staff Development & Training Team Performance Optimization Employee Coaching & Motivating Document Management Troubleshooting & Problem Solving

Core Strengths

- Customer Relationship Management
- Effective Time Management
- Collaborative Teamwork
- Problem Solving
- Strategic Planning and Implementation
- Leadership and Motivation
- Employee Development
- Team Building
- Research and Analysis
- Team Performance Optimization
- Policy and Procedure Administration
- Seasoned in conflict resolution

Accomplishments

- Reduced company risk exposure in outstanding titles by 50% and insurance by 57% Developed reporting and metrics to track department's production and efficiencies Increased department efficiencies through cross training and process improvements to operate with less headcount Successfully developed and promoted employees throughout the organization Restructure department dynamics to improve productivity and customer service Improved departments internal service score by 100% Reduced employee turnover from 52% to 22%.

Work Experience

Abm Clifton Park , NY Operations Manager 12/2010 to Current

- Maintaining a high level of service quality for Member Relations Call Center reducing Abandon Rate by 50% and improving members overall experience by 10% Improved employee morale to reduce turnover from 60% annually to 25%.
- Manage a call center infrastructure to ensure productive and efficient call center operations as well as optimal member call experience in the interaction and voice response systems.
- Forecasting short and long-term workforce staffing requirements.
- Developing tableau reporting layout for call center metrics for staff, management and senior management Coaching and developing staff, including performance feedback and annual performance reviews.
- Project manager for Virtual Hold implementation in call center phone system Project manager for restructuring and improving organizations phone tree.
- Oversee and manage the implementation team of the organization's knowledge search database "Right -Now".
- Maintain department's forecast budget.

Csc Wilmington , DE Titles, Insurance, and Funding Supervisor 01/2007 to 12/2010

- Involved in the selection and training process for new hires.
- Coached employees to maximize their potential through the organization's Monthly Employee Feedback process.
- Developed a Business Plan to cross train the entire department.
- Created metrics that were in-line with employee's goals.
- Ensured timely and accurate processing of insurance and title documentation.
- Produced an aggressive plan to reduce company's risk exposure of unsecured assets; Results: reduced organization risk exposure by 57%.
- Developed process improvements to reduce production turn time from 5 days to same day turn- around time.
- Increased employee production of procurement department by 50%.

Navistar Financial Corporation City , STATE Team Leader 05/2005 to 01/2007

- Assisted department supervisor with coordinating workflow activities by leading employees within our department and performing supervisory duties in their absence Developed and coached staff; administered a training process for employee development Prepared reports for the department and upper management using Crystal reporting Performed all complex assignments pertaining to our customer and dealer accounts Created and reconciled department accounting journal entries Reviewed and approved consumer Loan and Security contracts Developed and maintain strong internal cross functional relationships to improve operational inefficiencies and customer experience.

Educational Background

BBA : Finance: Investment Management May 2003 The University of Alabama at Tuscaloosa

Minor: Computer Science and Economics

Skills

accounting, Bloomberg, budget, Business Plan, Call Center, Coaching, contracts, Crystal, Crystal Reports, database, documentation, senior management, Forecasting, functional, insurance, Kronos, layout, Lexis Nexis, MS Access, MS Excel, MS PowerPoint, MS Word, Peachtree, PeopleSoft, performance reviews, phone system, procurement, quality, reporting, Siebel, staffing, supervisor, supervisory, phone, employee

