

QUALITY OPERATIONS MANAGER

Summary

Mature, committed and motivated Administrative professional with exceptional customer service and decision making skills. Strong work ethic, results oriented with excellent organization, communication and relationship building skills.

Proactive Team Leader and Team Player with upbeat personality.

I have 24 years experience in management with building and motivating dynamic teams in the Logistics Field specializing in Quality Control, Inventory Control, Vendor Compliance, Receiving, Processing and Shipping.

I am client focused and very skilled at multi-tasking to ensure deadlines are met.

Highlights

- MS Word, Excel & Access
- Quality control
- Inventory control
- Staff development
- Supervision and training
- Strong work ethic
- Solid communication skills
- Strong organizational skills
- Customer service skills
- Active listening skills
- Sharp problem solver
- Energetic work attitude

Accomplishments

Leadership

- Served as key contributing member to Leadership Team.
- Developed working relationship with department managers to ensure all needs were being met in priority order.
- Ensured high standards of quality, accuracy, housekeeping, safety and inventory control processes were followed to minimize shrink and damages.
- Established and monitored daily production schedules and priorities and ensured priorities were adhered to in order to control cost.
- Communicated frequently with the General Manager, Assistant General Manager, Human Resource Manager and Department Operations Managers on issues, ideas, processes and priorities to maintain department at a high level of efficiency.

Customer Service

- Handled customers effectively by identifying needs, quickly gaining trust, approaching complex situations and resolving problems to maximize efficiency.
- Interacted frequently with Corporate and Global personnel on vendor related issues detected through Quality inspections and receiving problems.
- Provided computer data reports required weekly and monthly to Headquarters.
- Researched, calmed and rapidly pin-pointed quality issues on vendors then documented and reported all findings to all necessary parties in a timely manner.

Administration

- Performed administration tasks such as filing, developing spreadsheets, faxing reports, photocopying collateral and scanning documents for inter-departmental use.
- Coordinated all department functions for team of 25 employees.
- Investigated and analyzed client complaints to identify and resolve issues.
- Oversaw implementation of new Quality Database which resulted in more cost-effective service.
- Facilitated on-boarding of new employees by scheduling training, answering questions and processing paperwork in multiple locations.
- Received a merit raise for strong attention to detail, exemplary customer service and team-player attitude.
- Successfully planned and executed meetings, lunches and special events for groups of 20 team members.

Experience

Abm May 2006 to April 2015 Quality Operations Manager

Midwest City, OK

- Responsible for 12 associates and 1 supervisor in multiple locations who conducted Quality Inspections on both Domestic and Direct Apparel and Home Essential merchandise.
- Responsible for daily/weekly schedule planning.
- Responsible for reporting daily/weekly quality concerns to Hoffman Corporate personnel.
- Conducted weekly store inspections and reported findings to Hoffman Corporate team members through data base entry and supporting issues with pictures and purchased samples.
- Effectively communicated with Logistic Team on all vendor related issues.
- Organized 100% inspections on merchandise that failed a Quality inspection within the network.
- Collected defect samples from each facility and provided feedback to Hoffman Corporate Team.

- Coached my team on how to identify possible safety issues.
- Stopped defective goods from shipping to our stores.
- Properly handled the cancellation of all store distros on each failed quality item.
- Communicated key results to Hoffman and Hong Kong via email, conference calls, webinars and keying data into the corporate database.
- Ensured all Quality vendor returns were handled properly and in a timely manner.

Advantage Sales And Marketing, Llc April 2002 to May 2006 Inventory Control Manager
Walled Lake , MI

- Responsible for day to day and strategic planning of cycle counts, UPC detailing, slotting and profiling of Repack merchandise and Cubiscanning all Casepack items.
- Interface with other operational departments to identify and resolve issues driving quality, productivity, and space planning.
- Effectively communicated with all internal departments' problems detected by my team members with possible resolution.
- Lead the Forest Park Team in successful year-end inventories 5 years consecutively with a capital gain of 54,000 up through 360,000 yearly.
- Accomplishments Developed training program for new associates in my department.
- Continued year over year increase in productivity.
- Developed and executed procedural changes resulting in a 15% increase in productivity.

Metroplus Health Plan April 1999 to April 2002 Vendor Compliance Manager
New York , NY

Received incoming shipments and reviewed contents against purchase order for accuracy.

Supervised material flow, storage and global order fulfillment.

Maintained accurate stock records and schedules.

Ensured daily inspections were conducted in a timely manner and merchandise was released.

Evaluated operational records and made scheduling adjustments to maximize efficiency.

Resolved service issues in a timely manner, including coordinating and processing returns.

Oversaw warehousing and storage practices and housekeeping.

Conducted internal and external meetings with managers and vendors to discuss problems and resolutions on incoming product.

Getgo February 1995 to April 1999 Department Manager
Crafton , PA

Managed team of 65 union associates on two shifts.

Managed and trained 4 supervisors on two shifts.

Oversaw scheduling for the day-to-day activities within the shipping department.

Coordinated with freight carriers to expedite shipments.

Evaluated and reconfigured systems to support customer service and operational goals driven by corporate.

Maintained detailed administrative and procedural processes to improve accuracy and efficiency.

Verified all outbound billing manifests.

Worked with RF scanning equipment.

Worked closely with carriers on pick up and deliveries.

Conducted spot checks in trailers to ensure proper loading techniques were utilized.

Conducted salt testing frequently to ensure loaders caught wrong codes diverted into their trailers.

Communicated frequently with internal and external customers to ensure excellent customer service was being provided.

Arthur J Gallagher & Co. February 1991 to February 1995 Supervisor
Tacoma , WA

Promoted to supervisor after serving 10 years as a hard working, dedicated, well organized and productive union associate.

Promoted to supervisor after serving 10 years as a hard working, dedicated, well organized and productive union associate.

Responsible for a team of 45 engaged union associates who picked and packed merchandise that shipped to the Kmart stores.

Worked with daily schedules and other departments to ensure all deadlines were met.

Coached and trained both new and existing team members on safety tips, departmental procedures and company policies.

Assisted in preparation of the building of 500,000 square foot for yearly inventory.

Worked closely with internal customers on departmental needs, cross training associates, addressing errors, researching problems and properly reporting them.

Education

Riverdale 1981 High School Diploma City , State , US

Skills

- Communication
- Administrative
- Organizational
- Customer Service
- Proficient with MS word and excel