

OPERATIONS PROJECT MANAGER

Summary

Looking to transition into HR and People Operations skills to a recruiting environment. Here are my skills

Highlights

Microsoft Word, Excel, PowerPoint

Experience

Operations Project Manager

March 2016 to Current Rtx 1/4 San Antonio , TX

- Collaborates with HQ business partners (Store Operations, Field Finance, Upper Field Leadership, Planning and Logistics, Visual Merchandising, Pricing, Marketing and Brand CIO Team) to coordinate and manage weekly workload requirements for stores.
- Coordinates, communicates and tracks necessary hour and expense adjustments.
- Ensures that labor allocation reflects the brand's processes, service model and payroll budget by accurately generating and communicating to all stores on a weekly basis.
- Updates the Labor Model based on current workload demand and attributes, and identifies both short-term and long-term improvements within labor management.
- Manages the annual budgeting process to ensure all stores are allocated payroll based on annual store attributes and workload demands.
- Communicates and responds to all field inquiries regarding payroll allocation.
- Generates both regular and ad-hoc reporting to support stores and the Store Operations team.

March 2014 to February 2016 Bickford Senior Living

- Participated in I Am Ready (IMR) Program: 10 week program including PTOB and IMYou courses, case studies, presentations and in-division training within Inventory Management (IM).
- IMR Training Committee Member: led and created trainings/case studies covering allocation theories, systems and tools in order to develop a strong foundation around allocation best practices.
- Facilitated and coordinated the Monthly Cross Divisional Allocator Meeting focusing on informing and educating IM and Shared Services teams on in-season allocation topics.
- Strategically forecasted and released new and replenishment flow to all U.S.
- stores ensuring timeliness for promos, key marketing events and holidays by tracking all future receipts.
- Ensured DC capacities were met through forecasted sales trends and by right-sizing DC imbalances by conducting various climate, level, region and size-selling analyses.
- Vendor Managed Inventory: managed the basics process through maintaining strong GIS/vendor relationships by forecasting sales and receipt management with demand forecasting and E2Open recommendations to uphold store service levels.
- Size Profile Creations: quarterly analysis hindsighting and creating size-selling breakouts by style and SKU as well as pack factors by to maximize profitability.

Executive Team Leader

June 2012 to February 2014 Marriott Vacations Worldwide 1/4 Tinley Park , NC

- Successfully hired and trained 340 team members through effective learning and developmental plans to open the first City Target store in San Francisco.
- Managed five sales floor department managers: merchandised and set new transitions to maintain presentation, in-stocks and enhance the overall customer experience to drive sales.
- Took lead as Project Manager on a various projects focusing on sales, in-stocks and customer service by creating long-term strategies and routines for store and team success.
- Analyzed store, sales and payroll data to find trends and variances to drive store profitability.
- Organized community events on store, district and group level for 57 Bay Area stores.
- Community liaison in San Francisco market: Member of the Yerba Buena Alliance Board of Directors and Yerba Buena Community Benefit District Board of Directors Alternate.

Executive Team Leader

July 2010 to May 2012 Marriott Vacations Worldwide 1/4 Kitty Hawk , TX

- Managed two Team Leaders in the accessories and apparel departments: set new visual adjacencies to maintain presentation, in-stocks and enhanced the overall customer experience; managed the most profitable department in the district.
- Managed a team of four in the Price Accuracy Department: ensured timeliness and accuracy in markdowns, and performed in-store signage audits to stay compliant.
- District Trainer: trained new-in-role Executives, Team Leaders and Team Members as business owners through effective learning and developmental plans.

Education

Bachelor of Arts : Communication Retail Studies , 2010 Santa Clara University 1/4 City , State Communication Retail Studies

Interests

Registered Yoga Teacher (RYT) - 200 Hours and Travel Aficionado

Languages

Conversational in Korean

Skills

ad, budgeting, budget, customer service, DC, Finance, forecasting, GIS, Inventory, Inventory Management, Korean, Leadership, Logistics, marketing, market, Excel, PowerPoint, Microsoft Word, payroll, pen, presentations, Pricing, processes, reporting, selling, sales, San, Trainer, Visual Merchandising

Additional Information

- Additional: Excellent communicator, collaborative, personable, organized, creative, quick learner, reliable and a proven leader
PERSONAL: Registered Yoga Teacher (RYT) - 200 Hours and Travel Aficionado