

OPERATIONS MANAGER

Summary

- Operations manager with +3 years experience.
- High performing leadership.
- Planning the operations for residential and commercial jobs.
- Providing materials and organizing the team on the site for best performance.
- Always looking for the most effective way to get jobs done in order for our costumers to be happy.

Skills

- Solutions development
- Contract review and recommendations
- Cost reduction and containment
- Policies and procedures implementation
- Performance reporting
- Staff training and development
- Systems implementation
- Workforce training
- Process improvement strategies
- Multidisciplinary collaboration
- Warehouse operations
- Goal attainment
- Continuous improvements
- Organizational Management
- High-pressure environments
- Business development understanding
- Performance management
- Business and Operations Management
- Invoice processing
- Project management
- Workforce Management
- Keeping track of lists with updates/schedules via Microsoft Office, Google Drive, Google Calendar.
- Project management abilities
- Troubleshooting and problem solving
- Dedicated
- Maintenance planning
- Always finding a solution for each type of scenarios.

Experience

Fidelitone | Manassas , VA Operations Manager 06/2019 - Current

- Performed duties such as costumer service, interfacing with sales, project implementation managers.
- Directed and advised team and staff of all the daily activities.
- Ensured that new and experienced employees performed duties with high degree of safety, service and quality.
- Ensured workflow was meeting performance expectations and all costumer orders were processed properly and on time.
- Provided feedback on team performance.
- Stock replenishment and inventory.
- Interacted professionally with employees, costumers and suppliers.
- Followed and enforced company safety policies and procedures.
- Communicated to all employees times and locations prior to start of every work week.
- Responsible for keeping track of maintenance on all work and equipment.
- Ensured that all trucks and tools were cleaned and disinfected on a day to day basis.
- Sent emails with daily reports with the progress of the jobs and advising with General Manager for upcoming projects.
- Responsible for keeping track of the weekly worked hours of the team.

Department Of Defense | Camp H.M. Smith Marine Corp Base , HI Waiter 12/2017 - 03/2018

- Stocked server areas with supplies before, during and after shifts.
- Checked on guests to verify satisfaction with meals and suggested additional items to increase restaurant sales.
- Communicated with kitchen staff frequently to stay up-to-date on supply availability and potential customer wait times.
- Handled food safety and kept spaces clean to protect customers from foodborne illness and maintain proper sanitation.
- Maintained knowledge of menu items, garnishes, ingredients and preparation methods to assist guests with menu selection.
- Completed opening and closing checklists to facilitate smooth restaurant operations.
- Calculated charges, issued table checks and collected payments from customers.
- Prepared salads, appetizers and garnishes to assist kitchen staff.
- Maximized beverage sales by suggesting appropriate food and drink pairings to suit unique customer preferences.
- Arranged place settings with fresh tablecloths, tableware and flowers to create appealing tables.
- Updated customers on menu changes and new food and beverage offerings to maintain quality service relationships.
- Served plated dinners, oversaw buffet-style dinners and passed hors d'oeuvres for parties.
- Cleared table and bussed dishes to allow for quick setups.
- Maintained accuracy while handling payments, giving change and printing receipts to customers.

Cleveland Clinic | Brecksville , OH Plumber 07/2017 - 10/2017

- Installed and replaced water heaters, drain pipes and water supply lines.
- Installed and repaired gas lines and hot and cold water lines.
- Performed pipe installation and fitting according to proper specifications.

- Cut openings in walls and floors to accommodate pipe and pipe fittings.
- Cut and beveled piping using cutting torches, saws and threading machines.
- Efficiently installed and repaired toilets, water heaters, appliances and showers to maintain customer satisfaction ratings.

Fellowship Senior Living | Basking Ridge , NJ Waiter 12/2016 - 03/2017

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Education and Training

Onisifor Ghibu | City High School Diploma 07/2015

Babes-Bolyai University | City Business Administration in The Field of Hospitality 07/2018

Languages

English :

Full Professional

English :

Full Professional

Romanian :

Native/ Bilingual

Romanian :

Native/ Bilingual

Italian :

Professional

Italian :

Professional