

## OPERATIONS MANAGER

### Summary

Strongly organized, self-motivated and goal oriented; refined ability to successfully communicate with the public, other employees, and vendors. Excellent ability to maintain awareness of best practices and disciplines within the supply chain and software industry. Experience in office management, customer relations, streamlining workflow processes, and utilizing productivity sites including Basecamp, Ticksport, Salesforce/Desk, Teamwork, Slack, NiceReply, GoToMeeting, and GoToAssist. Proficient in Microsoft Office.

### Highlights

- Corporate design
- HTML knowledge
- Strong design sense
- Conceptual thinker
- Time management
- Quick learner
- Template creation
- Microsoft Office Suite expert
- Employee relations
- Training and development
- Excellent interpersonal and coaching skills
- WordPress
- Motivated team player
- Design strategy
- Creative and artistic
- Website enhancement
- Self-motivated professional
- Resourceful researcher
- Knowledge of book design
- Project proposals
- Hiring and retention
- Recruiting
- New hire orientation
- Detail-oriented
- Promotional campaigns
- Deadline-driven
- Organized and efficient

### Accomplishments

- Reduced employee turnover by 50 % by leading an initiative to improve training programs.
- Promoted to Operations Manager after just 6 months of employment.
- Streamlined and improved marketing tactics, which reduced company costs by 65 %.
- Drove business process optimization initiatives to improve workflow and increase revenue
- Led change management initiatives to improve productivity and workflow .
- Implemented new company "voice" strategy in close collaboration with executives and design department.
- Oversaw campaign that reached over 10,000 clients.
- Spearheaded an employee engagement program.
- Created critical KPIs to track and improve on-time delivery, customer issues and safety statistics.

### Experience

12/2014 to Current

Operations Manager Jones Lange Lasalle Inc. 1/4 Santa Monica , CA

- Oversea and audit our Project Management and Analyst team to ensure project deadlines and objectives are met.
- Manage vendor contracts and negotiate pricing and terms.
- Provide and update training agenda's for our Project Managers.
- Train on solution gateways including but not limited to J&M, Lagasse, EDI, MITS, Triple S, CPC, eCommerce and API integrations.
- Implement and oversee SOWs, by analyzing the scope of the project to manage resources allocated, track deadlines, and project budget.
- Manage and oversee our remote technical support service desk via RDP/VPN connections to resolve and troubleshoot any escalated matters and facilitate the solution or further escalate to appropriate member of our development team.

01/2013 to 01/2014

Onsite Software Implementation Specialist Fh Furr 1/4 Fredericksburg , VA

- Provide onsite training for the implementation of Epicor ERP Solution Software by learning the day to day functionalities to assist members of the staff to complete their daily workflows.
- Assisted in training on the following modules; access level assignment, order entry, purchasing, receiving, inventory, product/customer/vendor records, merging and updates, AP/AR, bank reconciliation, month and year end.

01/2012 to 01/2013

Client Relations Manager Upstart 1/4 Atlanta , GA

- Build and maintain client relationships with assigned wealth accounts.
- Assist in solution advisement and the application process for, auto and home loans, refinancing, and short term FDIC Insured investments.
- Manage general branch operations and act as lead management and fulfill all branch manager responsibilities in their absence.

02/2005 to 02/2012

Documentation Specialist AAA Mid-Atlantic 1/4 City , STATE

- Training employees through conducting orientations using PowerPoint and Prezi presentations along with generating new innovative ideas to train and engage employees while educating staff with company philosophies and best practices and implement those ideas creating brochures, literature, and workbooks customized for each unique session.

- Updating and maintaining the companies Intranet site with eLearning videos, policy and procedures; including new additions, and updating existing documentation.
- Assisted in research and development for sales training seminars, travel industry and member services; including obtaining new leads for service partnerships to grow our business.

#### Education

A.A : Psychology Brookdale College i¼ City , State Psychology

B.S : Computer Information Systems Devry University i¼ City , State Computer Information Systems

#### Skills

Account Management, Accounts Payable/Receivable, Analyst, Bid Management, Budgeting, Business Development, Client Relations, Computer Proficient, Creative Problem Solving, CRM Systems, Customer Needs Assessment, Customer Satisfaction, Documentation, Domestic and International Experience, eCommerce, Expense Control, Internal Auditing, Marketing, Multi-Task Management, Presentations, Product Development, Project Management, Reporting, Technical Support, Training, Troubleshooting, Webinars.