

## MANAGER INTERNAL OPERATIONS

### Executive Summary

Results-focused management professional with experience producing data intelligence to enhance business planning and operations. Well-versed in business needs and practices, and internal control systems. Highly successful in leveraging data trends and patterns to optimize business needs.

Ambitious and results-oriented General Manager with over [Number] years of experience creating strategic alliances with [Job Title] s to effectively align with and support key business initiatives. Progress-driven planner adept at building and retaining high-performing teams.

### Core Qualifications

- Policy/program development
- Change management
- Supervision and training
- Process improvement
- Advanced Excel skills
- Microsoft Office Suite expert
- Query MS SQL
- Scrum methodology
- Quality assurance and testing
- Business operations knowledge
- Daily operations management
- Call center operations
- Manager coaching and training

### Awards

Awarded Kehe's 2011 "Unsung Hero" award

### Professional Experience

Manager Internal Operations 07/2016 to 09/2019 Sonepar Usa Portland , TN

- Delivered Progress Status Reports to major retail clients including Whole Foods, Sprouts, Vistar Distributing, KeHE Distributors
- Drafted and managed KPI reports to monitor service levels, identify trends and execute root cause analysis
- Identified process gaps, determined solutions and implemented updates to drive efficiency improvements
- Assessed data and issues and directed concerns to business unit leadership when appropriate
- Collaborated cross-functionally with business analysts, developers and testers to explain new process transformations
- Completed quality assurance reviews to assess accuracy of data and validate results
- Reduced process lags by effectively managing seven employees for productivity and efficiency improvement
- Established, enforced and updated policies keeping business agile and responsive to changing market conditions
- Streamlined operational efficiencies by coordinating staff development and succession planning

Manager, Project Management and Analytics 05/2014 to 04/2016 Advance Auto Parts Salina , KS

- Delivered status reports to stakeholders for budgeting and planning purposes
- Developed slideshows and other forms of media to present project progress to executive team
- Translated abstract requirements into concrete user flows and interaction designs
- Drove the alignment of business requirements, user-centered design methodology and technology factors to create successful UI/UX designs
- Conducted usability testing and integrated feedback into revisions
- Translated observational data from contextual investigations, interviews and natural observations into user needs and functional requirements
- Worked closely with project managers, visual designers and development team to appropriately evolve designs from concept to launch
- Solicited feedback and validation from business and technical team stakeholders
- Revised user flows and designs based on design reviews, usability testing, A/B testing and other analytics, customer support feedback and other sources of input
- Drove core Agile process routines

Pricing Manager 06/2009 to 05/2014 Eresearchtechnology, Inc. Medford , MA

- Responsible for accurate pricing of over 8 million dollars of inventory and processing of vendor cost changes
- Conducted analysis to ensure accurate implementation of vendor cost changes
- Monitored multiple databases to keep track of all wholesale and retail margins
- Successfully led key projects which resulted in increased efficiency
- Met or exceeded weekly, monthly and quarterly achievement goals
- Effectively controlled the release of proprietary and confidential customer pricing information
- Managed team of up to 18 direct reports
- Led department meetings to build team cohesiveness and coordinate projects
- Recruited and interviewed highly qualified candidates to fill vacancies
- Evaluated staff performance against expectations

Training Manager 01/2001 to Current KeHE Distributors City , STATE

- New hire training in AS400 and proprietary software
- Ongoing software and sales skill training for Customer Care Call Center of up to 50 employees
- Develop Training Materials
- Assist in developing standardized processes for Call Center

- Distribute workload among Sales Specialists to accomplish deadline goals
- Act as liaison between Call Center and other departments such as transportation, warehouse, purchasing, and accounting
- Help Sales Specialists problem solve customer issues as needed
- Take inbound, make outbound calls to complete customer orders as needed Responsible for transferring order deadlines from holiday schedules into Customer First application
- Design, build, and run Query reports in AS/400 as needed for department managers, retail services, transportation, and others
- Build reports, collect data for evaluating performance of Sales Specialists

Operations Manager 01/1999 to 01/2001 Ripley's Believe It Or Not City , STATE

- Promoted from Sales & Marketing Director to Operations Manager
- Recruited, trained and supervised 30 employees
- Oversaw 20,000 sq.ft of exhibits, four retail stations and banquet rental room
- Helped drive attendance and revenue increase of 13.6% over prior years
- Safe accountability, daily bank deposits, weekly and monthly reports Employee payroll, benefits and work schedules
- Prepared and managed annual marketing budget of \$98,000
- Group tour bookings from consumers, receptive tour operators and group leaders
- Planned, staffed and attended all trade shows
- Coordinated and acted as corporate liaison for filming 13 episodes of WTBS television show "Ripley's Believe It or Not!" filmed on location at St. Augustine property
- Designed, prepared and placed all print advertising and brochures
- Researched, planned and actively worked all direct mail campaigns
- Created Access database tracking method for group business

Education

Bachelor of Arts : Education Coastal Carolina University City GPA: GPA: 3.85 Dean's List