

OPERATIONS MANAGER

Skills

- Work flow planning
- Budgeting and forecasting
- Risk analysis and management
- Management information systems
- Strategic Planning
- Employee relations and conflict resolution
- Unsurpassed work ethic
- Operations management
- Natural leader
- Process Improvements
- Team Leadership
- Relationship Development
- Contract Review And Recommendations
- Cost Reduction Strategies

Work History

Operations Manager , 08/2020 to Current

Expedia â€™ Missouri , MO

- Led warehouse improvement initiatives to advance operational efficiencies and increase revenue.
- Collaborated with process owners to refine procedures, devise best practices and correct quality audit findings.
- Advanced productivity KPIs by leading trainings on procedures and safety practices.
- Investigated and resolved departmental non-conformances.
- Identified and resolved unauthorized, unsafe or ineffective practices.
- Provided exceptional customer service to customers, increasing customer loyalty 30%.
- Observed each employee's individual strengths and initiated mentoring program to improve areas of weakness.
- Worked directly with management, Sr operations managers, Area managers, and Amazon robotics department to brainstorm, discuss strategy and mitigate any picking issues.
- Managed, trained and motivated 6 Area managers with 288 direct reports, and 4 Process assistants to continuously improve knowledge and abilities within operations.

Operations Manager , 03/2017 to 08/2020

Expedia â€™ Florida , PR

- Evaluated upcoming program plans to forecast expected resource needs.
- Set, enforced and optimized internal policies to maintain efficiency and responsiveness to demands.
- Built, managed and mentored 8 frontline supervisors inbound and outbound operations.
- Provided excellent customer care to maintain and improve customer relations, strengthen loyalty and increase product and service sales.
- Developed and implemented daily operations plans such as delivery routes, employee assignments.
- Directed day-to-day operations focused on attainment of key business metrics, continuous improvement initiatives and 8 member management team with 300 related direct reports.
- Conducted performance reviews each quarter, offering praise and recommendations for improvement.
- Designed modern employee recognition program which boosted productivity and improved morale.
- Tracked employee attendance and punctuality, addressing repeat problems quickly to prevent long-term habits.
- Accelerated efficiency of operations by controlling budgets, overseeing customer accounts, managing scheduling and driving meetings.

Operations Supervisor , 08/2016 to 02/2017

Wind River Environmental â€™ East Kingston , NH

- Created and implemented strategies for improving operational efficiency and accuracy.
- Enhanced operational efficiency and reduced labor expenses by developing and optimizing standard practices.
- Led associate focus groups and meetings to obtain suggestions, address concerns or issues and foster positive relations among team members and management.
- Enforced regulatory and company policy compliance to improve workplace and employee safety and readiness.
- Monitored daily and weekly key performance indicators to maintain on-track status.
- Processed inbound and outbound shipments with high accuracy and efficiency by effectively directing associate teams and managing inventory processes.
- Motivated and trained employees to maximize team productivity.
- Oversaw daily shipping operations, including loading and unloading of outbound trailers, replenishing of pallets, inventory management and supervising work of 22-member team.
- Monitored and maintained high level of on-time delivery reliability service and performance

Operations Supervisor , 09/2014 to 08/2016

Wind River Environmental â€™ Highgate , VT

- Created and implemented strategies for improving operational efficiency and accuracy.
- Enhanced operational efficiency and reduced labor expenses by developing and optimizing standard practices.
- Performed root cause analysis in deficient areas to identify and resolve central issues.
- Reviewed documentation such as invoices and shipping paperwork for accuracy and compliance.
- Monitored daily and weekly key performance indicators to maintain on-track status.
- Motivated and trained employees to maximize team productivity.

- Oversaw daily shipping operations, including loading and unloading of outbound trailers, replenishing of pallets, inventory management and supervising work of 25-member team.
- Closely monitored operations and performed regular safety audits for adherence to administrative policies and compliance regulations.

Education

Bachelor of Arts : Fine Arts , 05/2014

New York Film Academy - City

Certifications

- First Aid/CPR Certified
- Six Sigma Green Belt Certified (SSGBC)â,,ç
- Project Management Essentials Certified (PMEC)â,,ç
- Project Management - Lean Process Certified (PM-LPC) â,,ç
- Executive Management Certified (EMC)â,,ç

Professional Summary

Advanced Operations Manager offering over 6 years of experience and proven success in production management, quality assurance and leadership. Highly skilled in streamlining operations and improving throughput through continuous process improvement and cross-functional collaboration. Accomplished in building high-performing teams and inspiring staff to achieve personal and professional goals.