

OPERATIONS MANAGER

Professional Summary

Results-oriented business leader with more than 4 years of experience in day-to-day business operations management. Effective liaison to key clients, accounts and external business stakeholders. Offering ability to leverage trends across industries and markets to derive solutions and approaches focused on creating value for customers and profitability for company. Demonstrated ability to streamline processes for efficiency and productivity. Well-versed in applying multi-faceted approach to managing safety, operations and productivity across multiple business lines. Comfortable in fast paced environment Proficient communicator with the ability to synthesize and deliver complex information to diverse audiences.

Skills

- Customer Service Management
- Performance Assessment
- Goal Setting
- Cost Reduction
- Decision Making
- Problem Anticipation and Resolution
- Recruitment and Hiring
- Team Leadership

Work History

08/2019 to Current

Operations Manager Floor & Decor â€œ Lombard , IL

- Define requirements for transportation operations and ensure implementation of new strategies and initiatives to effectively meet or exceed company requirements and customer expectations.
- Develop and deploy transportation operational and management solutions, and establish business controls and processes to support regional transportation operations.
- Identify and deploy broad range of customer cost-saving initiatives through established processes.
- Identify growth opportunities with current and new customers; perform account management functions for customers.
- Identify and manage operational risks/security practices.
- Communicate with customers, vendors and operations to ensure customer commitments are met.
- Establish procedures for maintaining overall company quality objectives.
- Manage reporting requirements as laid out by the customer.
- Monitor TM system performance to ensure integration processes are flowing smoothly.
- Recruit and manage 3rd Party Contractors daily to ensure the completion of deliveries.
- Directly manages the impact of gross profit generated for the market.
- Established and administered annual budget with controls to prevent overages, minimize burn rate and support sustainability objectives.
- Worked in matrix management environment with oversight of division level managers, operations, sales, finance, human resources, safety and compliance.
- Reviewed shift reports to understand current numbers and trends.
- Set, enforced and optimized internal policies to maintain responsiveness to demands.
- Assessed supplier quality to maintain tight cost controls and maximize business operational performance.

08/2017 to Current

Operations Manager Doordash â€œ Bailey , CO

- Co-managed business activities of 50-seat capacity.
- Public relations responsibilities - establishing and maintaining customer satisfaction.
- Managed entire operation of business including delegating responsibilities such as inventory, shipping/receiving and payment of bills, bookkeeping and accounting.
- Started route with zero customers and built to a profitable route.
- Review sales goals and coordinate with my staff to achieve new goals.
- Teach and promote new products to my existing player base.
- Managed administrative logistics of events planning, including contract signing, fee collection, event booking and event promotions.
- Executed on-time and under-budget project management on complex issues for senior leadership.
- Solicited feedback from clients to assess event success and uncover opportunities for improvement.
- Coordinated schedules and timelines for all events.
- Applied performance data to evaluate and improve operations, target current business conditions and forecast needs.

08/2017 to 08/2019

Business Account Executive Mountain American Credit Union â€œ Boise , ID

- Responsible for the sale of integrated communication structure to small-to-medium business customers.
- Develops relationships with individual businesses, the community, and positions the Comcast brand as key components of the sales strategy and keeps with Comcast's touchstones.
- Generates new leads with targeted businesses through various prospecting activities, including cold calling, canvassing, customer referrals, and partner relationships.
- Focuses on goal achievement and is results driven.
- Managed, mapped, and prospected into segmented geographical territories in collaboration within inside sales team members.
- Assists with developing sales territory, including cultivation of local business partnerships and organizational affiliations.

- Consistent exercise of independent judgment and discretion in matters of significance.
- Presented strong analytical skill through analyzing clients current services and determining the right products that the customer would need based on usage and projections.
- Constantly monitored requirements and tailored contracts as needed.

09/2010 to 08/2017

Retail Sales Consultant Alice Usa â€“ Logan , WV

- Leverage and educate customers on AT&T products and services to gain agreement and confirm understanding.
- Resolve customer billing concerns by thoroughly examining the bill and explaining all charges.
- Identify, partner, and develop AT&T Win Local initiatives.
- Handle all administrative aspects of each sale including: completing customer contracts, warranties, pulling products from inventory, accepting customer payments and filing completed orders.
- Maintain strong knowledge of all company products, accessories, pricing plans, promotions, and service features.
- Lead team as acting Assistant Store Manager when management is not present, duties included:..
- Receiving inventory.
- Ensuring trainings are completed during downtime.
- Observe and report back available opportunities.
- Small Business Professional.
- Former BNI West Hartford Member -aiding region in small business lead generation and Chamber of Commerce West Hartford Member.
- Partner with Local Small Business Team to help generate leads by hosting cold calling and email blasting sessions.
- Build and revise business proposals for new and existing business customers.
- Continue to develop and maintain relationships with new and existing business customers Accomplishments.
- Currently hold the record of revenue and gross profit generated in a quarter with XPO.
- Completed an agreement that would move the entire municipality of Bloomfield over to Comcast.
- AT&T Business Expert in 2012, 2013, 2015, 2016.

Education

06/2015

Associate of Arts : Business Management

University of Phoenix - City , State