

EVS OPERATIONS MANAGER

Summary

To secure a management position with leadership responsibilities including problem solving, planning, organizing, and managing budgets to achieve the company goals. Experienced Consultant able to create customize solutions to fit customers need. *Utilizes decision making and analytical thinking skills to solve problems on a daily basis. *Exceptional talent with creating routines and completing tasks on time. *Strong leader with over five years of management experience. *Strong interpersonal and communication skills. *Good eye for detail; well organized, skilled in setting priorities. *Remain calm and work well under demanding conditions. *Skilled in handling customer Escalations able to solve solutions to issues with high customer satisfaction *Excellent trainer and educator, experienced at teaching customers and personal new technology. *Highly motivated to achieve set goals.

Experience

EVS Operations Manager 12/2014 to Current Compass Group Usa Inc Corpus Christi , TX

- Managed 100 direct reports across 2 shifts.
- Responsible for training, and development of all direct reports.
- Maintained regular operating room touch point inspections for EVS, ensuring highest quality of sanitation.
- Maintained regular quality check inspections for all area of the hospital.
- Reviewing and writing duty list that maximizes time and quality.
- Implementation of systems, to ensure maximum productivity, and cleanliness.
- Maintaining a good relationship with the client through regular rounding and follow ups.
- Selected Achievements.
- Set up proper terminal cleaning process, and established standard documentation for the operating room cleaning.
- Raised patient satisfactions scores from 21% top box to 91% top box, in my unit.
- Helped turn numerous departments around, through proper training, effective unitizing, and frequent follow ups.
- Helped with the startup of a large account.
- Trained the EVS OR staff at Mercy Hospital in proper Terminal Cleaning.

EVS Supervisor 06/2013 to Current Harris Health System TX

- Managed 87 direct reports across 3 shifts and two accounts.
- Responsible for training, and development of all direct reports.
- Maintained regular operating room touch point inspections for EVS, ensuring highest quality of sanitation.
- Maintained regular quality check inspections for all area of the hospital.
- Reviewing and writing duty list that maximizes time and quality.
- Managing the productive labor of full service account.
- Implementation of systems, to ensure maximum productivity, and cleanliness.
- Maintaining a good relationship with the client through regular rounding and follow ups.
- Selected Achievements.
- Maintained an average of 98% sanitation rate, in operating rooms, through touch point inspections.
- Part of the team that raised patient satisfactions scores from 46% top box to 86% top box.
- Devised a days on/off system, that effectively filled positional holes, without the use of overtime, and without reducing quality of cleaning.
- Helped turn numerous departments around, through proper training, effective unitizing, and frequent follow ups.

Lead Communication Consultant/ Small Business Consultant 09/2008 to 06/2013 SPRINT CORPORATE Katy , STATE

- Provides a high level of customer service support with product expertise and advanced selling skills.
- Acts as a Lead to Retail Consultants regarding processes and guidelines.
- Assisted in interview process and provide training support for new team members.
- Assumed the role as Store Manager on a consistent basis.
- Sets the standard for driving personal and team sales performance.
- Supports the store leadership and is actively engaged in rolling out new programs and processes.
- Guides customer through the purchasing decision and activations process, and educates the customer on their new purchase.
- Selected Achievements.
- Recognized on several occasion for providing excellent customer service.

Education and Training

Bachelor's Degree : Marketing 2008 Saint Cloud Technical College Recognized every year for being one of the Top 10 Sales Representatives in the region. Furthered my education by becoming a Subject Matter Expert in the following: Blackberry Enterprise, Accessory Sales, How to Utilize best practices, Wireless Technology, and Sprint Store Management Academy. *Developing partnerships with other departments to solve Commission Disputes. Marketing

Skills

client, excellent customer service, customer service, documentation, driving, leadership, Managing, 98, Enterprise, processes, purchasing, quality, Retail, selling, Sales, Store Manager, Store Management