

Milush Yanev

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SUMMARY

A qualified and innovative Operations Manager with 5+ years of experience in team leadership, operations, and prioritizing multiple projects/tasks while adhering to business-critical deadlines. Highly self-motivated and dedicated individual with a passion for problem-solving resulting in delivering high-quality results in timely manner. Possessing an excellent ability to quickly adapt and align with current task assignments in order to guarantee team's success. Seeking a full-time operations manager or software development position to showcase and improve my skills by displaying an excellent work ethic and positive attitude.

EDUCATION

Master of Science in Computer Science (GPA 3.92)

January, 2022

California Polytechnic University of Pomona, CA

EXPERIENCE

Operations Manager

KAYONLINESOLUTIONS LLC, Austin TX

April 2024-Current

- Managing the process of business operations and improvements in a small online retail business
- Helped with the launch of the business model and implementation
- On track to reduce costs by 11 percent and increase profit by 8 percent by end of calendar year
- Created a SQL local database and a local server using JavaScript, HTML, CSS, and Jason to track Inventory, sales, and expense

MKAY LLC, Corona CA

January 2021-April 2024

- Successfully launched a small retail resell business during COVID, using the techniques and experience from previous jobs, which resulted in close to a quarter million dollars steady yearly income
- Helped business growth by an average of 7 percent and cost cuts by 6 percent per quarter
- Directly responsible for the creating of the business plan and the supply-chain operations model. Successfully implemented Reverse logistics technique which resulted in 90% resell improvement rate.
- Created a SQL local database and a local server using JavaScript, HTML, CSS, and Jason to track inventory, sales, and expenses as an internship position in 2020 that led to a permanent position

R&B Restaurant Group, Redondo Beach CA

October 2016-August 2021

- Hired, trained and coached 40+ staff members per quarter/restaurant opening on customer service skills, operation managing costs, proper time and inventory management
- Consistently exceeded monthly goals by an average of 10-12% by proper FOH training, upselling techniques and constantly changing and adjusting operations techniques
- Maintained an employee retention rate 31% higher than the industry standard through management training programs, periodic performance reviews, and motivational coaching tactics
- Constantly reduced quarterly operational costs by an average of 11% by adjusting staff overtime/proper scheduling and reducing inventory loss
- Being directly responsible for the operation's training of employee's after the opening of 5 new locations.

Domino's Pizza, Rancho Cucamonga CA

October 2013-March 2016

- Responsible for proper FOH training, upselling techniques and constantly changing and adjusting operations techniques
- Trained and coached 50+ staff members per quarter/restaurant opening on customer service skills, operation managing costs, proper time and inventory management
- Consistently hit monthly goals for food cost spending/proper employee scheduling/90% or higher Customer Scores/less than 2% overtime overhead which resulted in never missing the monthly GM bonus
- Exceeded company standards by being involved in the opening/operations in 5 stores in 2 years.

SKILLS

Teamwork | Leadership Experience | Strategic Thinking/Planning| Operations Management | Creative and Analytic Thinking | Problem-Solving | Full Stack Development | Microsoft Office | Supply Chain | Lean Six Sigma

CERTIFICATES

Lean Six Sigma Green Belt | CSCMP Supply Chain Foundation Professional Certificate | Implementing Supply Chain Management | Inventory Management Foundations | Business Analysis | Supply Chain Foundations: Managing the Process