

# 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