

# Rami Shoula

Operations Manager

## 👤 Profile

Experienced and effective Operations Manager bringing forth valuable industry experience and a passion for management. Results oriented with a proven track record of improving overall operations within a company or department. Adept in analytical thinking, strategic planning, leadership, and the management of staff and procedures.

## 📁 Employment History

### Operations Manager at New York University, New York

April 2014 — January 2018

- Successfully led all daily operational aspects in the Human Resources Department of the undergraduate school.
- Managed and evaluated workflow and productivity, making changes where necessary.
- Developed and implemented performance standards and procedural changes to drive productivity and quality.
- Effectively directed and oversaw staff, designing schedules to meet the needs of the department as well as the needs of employees.

### Assistant Director of Human Resources Department at New York University, New York

May 2011 — March 2014

- Effectively helped to managed Human Resources concerns and department workflow.
- Developed and fostered positive relationships with University members and outside contacts to help achieve program objectives.
- Maintained extremely well organized records and handled all HR matters with confidentiality and the application of company standards.

## 🎓 Education

### Master of Management, New York University, New York

August 2012 — May 2014

### Bachelor of Communications, Hunter College, New York

August 2007 — May 2011

## 📄 References

### Chris Nelson from Hunter College

[cnelson@hunter.edu](mailto:cnelson@hunter.edu) · 212-337-3283

### Debrah Laines from New York University

[laines@nyu.edu](mailto:laines@nyu.edu) · 212-863-2291

## Details

[romioshoula@gmail.com](mailto:romioshoula@gmail.com)

## Skills

Excellent Judgment Skills

Strong Communication Skills

Effective Management Strategies

Staff Organizational Skills

**Malcolm Holder from New York University**

[holder@nyu.edu](mailto:holder@nyu.edu) · 212-863-8311

## **Internships**

**Human Resources Intern at New York University, New York**

January 2011 — May 2011

- Assisted with student issues and concerns by working to resolve them professionally and quickly.
- Served as a helpful assistant to all members of the HR department.