|  |  |
| --- | --- |
| 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 HistoryOperations 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. |  |  |  | | --- | --- | |  | EducationMaster of Management, New York University, New York August 2012 — May 2014 Bachelor of Communications, Hunter College, New York August 2007 — May 2011 |  |  |  | | --- | --- | |  | ReferencesChris 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 Malcolm Holder from New York University [holder@nyu.edu](mailto:holder@nyu.edu) · 212-863-8311 |  |  |  | | --- | --- | |  | InternshipsHuman 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. | | DetailsSkills  |  |  | | --- | --- | | Excellent Judgment Skills | | |  |  |  |  |  | | --- | --- | | Strong Communication Skills | | |  |  |  |  |  | | --- | --- | | Effective Management Strategies | | |  |  |  |  |  | | --- | --- | | Staff Organizational Skills | | |  |  | |