



Laurie Whitfield

816-726-7167

Kellywhitfield@live.com

Kearney, MO 64060

SUMMARY

Interactive professional bringing a 10-year background in the Automotive industry. Financially-savvy, customer-oriented individual with focus in process efficiency. Committed to promoting highest standards and company values.

SKILLS

- Cost-reduction strategies
- Conflict mediation
- Quality assurance and control
- Budgeting and cost control strategies
- Logistics oversight
- Customer relationship management
- Delegation
- Inventory coordination

EXPERIENCE

Operations Coordinator

Kansas City, MO

Americas Auto Auctions Inc./ Apr 2018 to Current

- Monitored supplier operations to verify quality, delivery schedule and conformance to contract specifications.
- Collaborated with staff to maximize customer satisfaction, streamline procedures and improve bottom-line profitability.
- Assessed, optimized and elevated operations to target current and expected demands.
- Liaised between customers and management to ensure smooth operations delivery.
- Coordinated and managed project tasks to ensure project delivery within established budgets and timelines.

Server/Bartender

Kansas City, MO

Back Stop Bar and Grill/ Nov 2019 to Current

- Satisfied customers by topping off drinks and anticipating condiments, napkins and other needs.
- Operated POS terminals to input orders, split bills and calculate totals.
- Assisted customers in selecting appetizers, entrees and desserts and recommended alternative items for food allergies and gluten intolerances.
- Completed closing duties by emptying trash, safeguarding alcohol and polishing silverware.

EDUCATION AND TRAINING

Travel And Tourism

Maple Woods Community College Apr 1991

Kansas City