

# SETH BROWN

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## OPERATIONS MANAGER

### Managerial Solutions | Operations Leadership | Service Excellence

Accomplished operations management professional with extensive experience providing leadership and direction to drive the achievement of key organizational operations-related goals and objectives. Skilled at developing and executing strategy designed to drive increases in productivity and output while ensuring a safe work environment. Able to develop and maintain strong, long-term relationships with both internal and external business stakeholders, used to draw alignment with key operational initiatives. Recognized for the ability to deliver impactful results while leading staff in fast-paced, dynamic operations environments. Recipient of Lennar Corporation's "Top Safety Contractor Award" in 2017.

#### AREAS OF EXPERTISE

- Safety Program Management
- OSHA Record Keeping
- Staff Training & Development
- 3<sup>rd</sup> Party Vendor Relationships
- Operations Management Practices
- Resource Allocation
- METRC
- GSuite Apps (Sheets, Docs)
- Strategy & Execution
- OSHA Regulations
- Increasing Productivity
- Refinement of Processes

#### PROFESSIONAL EXPERIENCE

##### NOMAD EXTRACTS, Denver, CO

2018 - Present

###### *General Manager, (2018 – present)*

- Responsible for running daily laboratory operations including financial activity, inventory auditing, supervising team of 20+ packagers, technicians, and managers
- Trained to be able to effectively complete all operational work-tasks including order fulfillment, customer service, intake/ batching, compliant sampling procedure, and more
- Responsible for seeking quality team members, conducting interviews, hiring/firing, and conducting orientations and exit interviews
- Maintain and build relationships with vendors and clients, ensuring accurate and timely delivery of material and product
  - Frequent communication to clients with updates and follow-ups to ensure total satisfaction with delivered material
- Leading the development in structure and culture within community
  - Wrote entirely new handbook, outlined new standards of excellence within the company, drafted a Code of Conduct to ensure high quality of work as standard, and organizing organizational chart to ensure efficiency across all departments
- Working in tandem with the sales team to develop and maintain sales goals, KPIs, and increase top line revenue while effectively lowering OpEx
- Frequent collaboration across discrete business units to synthesize and incubate new, and inventive solutions to inefficiencies
- Coaching and one-on-one sessions with managers and assistant managers to help hone their managerial skills

##### NAMASTE SOLAR, Boulder, CO

2016 - Present

###### *Safety Supervisor, (2017 – 2018)*

- Hold full responsibility to the leadership of the Safety Department across 5 unique business units and 3 national regions including Colorado, California and Northeast operations.
- Manage a team comprised of 80+ installers in the field, including on-site safety supervision, and the relationships with 3<sup>rd</sup> party vendors to reduce operational expenses and obtain the best pricing possible.
  - Developed and implemented new safety culture within the company to create and maintain industry-leading levels of OSHA compliance that puts high value on productivity in the safest manner possible.
  - Implemented strategy among staff that reduced the company's total medical expenditure, average injury costs and lost time by 80%+ each.
  - Recipient of Lennar Corporation's "Top Safety Contractor Award" in 2017.

###### *Safety Ambassador, (2016 – 2017)*

- Worked to maintain open lines of communication between installers and the Safety Team to create an environment that valued productivity and safety.

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Education, Training & Certifications Continued

- Led a number of highly effective safety supervisor and jobsite reviews, implementing changes as needed to mitigate on-site hazards in a timely manner.
- Continually researched and designed personal protective equipment and fall protection, purchasing additional equipment as needed to ensure workplace and employee safety.
- Kept up to date on the last OSHA requirements, maintaining open lines of communication with staff regarding safety best practices and changes in a timely manner.

*PV Installer, (2016)*

- Delivered exceptional levels of service while completing the installation of high-quality residential solar systems in line with the company's high standards.

**RHP PROPERTIES**, Farmington Hills, MI

2015 - 2017

*Photographer/Site Surveyor*

- Designed and created engaging photos used to advertise and for the investor portfolio.
- Utilized high levels of attention to detail to maintain accurate, detailed site survey records.

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**EDUCATION, TRAINING & CERTIFICATIONS**

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**Bachelor of Arts, English (Creative/Persuasive Writing** – University of Colorado, Boulder, CO

Graduate – IECRM Emerging Leaders Program

OSHA 10 &amp; 30, Fall Rescue Trainer, Forklift Operator, NFPA 70E Supervisor

CPR/First Aid Trainer Certified – American Heart Association

SafeServ Food Handling Course

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**COMMUNITY INVOLVEMENT**

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Volunteer – Denver Public Schools Career Coach Program, (2017 – Present)/Habitat for Humanity (2015-Present)