

# Susan Fischer

## PROJECT & OPERATIONS MANAGER | CONSISTENTLY ACHIEVING RESULTS

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### PROFILE

Multifaceted and exceptionally organized leader, with 8+ years of experience in operations, problem solving, and collaboration. My strongest trait is my persistence to ensure all tasks are assigned and completed, and to guarantee that goals and deadlines are being met. I have assisted and supervised the planning and strategizing of 10 retail stores with various team sizes, which includes: scheduling, financial planning, and talent development. I'm inspired to create and build genuine connections through leading and supporting personnel, while establishing an efficient, seamless environment. Now, I am looking for Project Manager role to showcase my determination to oversee a project's lifecycle through meaningful relationships, clear communication, and integrity.

### CORE STRENGTHS

- **Leading with a Human Touch:** Successfully oversaw store operations, employee engagement, and customer satisfaction while the direct manager was on leave, while maintaining positive atmosphere for my team.
- **Distribution of Workflow:** Consistently spearheaded the planning, execution, and follow-up of the Sales KPIs, financial budgets and goals, and performance management of my team.
- **Strong & Clear Communication:** Successfully built and implemented a daily checklist for my team to ensure tasks and deadlines were being met, also used for accountability and feedback.

### CAREER HIGHLIGHTS

#### DEPARTMENT MANAGER

JULY 2011 - DECEMBER 2021

H&M | Multiple Locations

Led teams of 15-50 people to increase sales and profits through strategic planning, employee engagement, and customer satisfaction

- **Process Improvement:** Analyzed Store Reports weekly to establish goals and tasks for my team to maximize selling, achieving the highest share of the store's profits for Q1 and Q2 of 2021.
- **Cross-functional Collaboration:** Fostered relationships with operations, logistics, district, and regional teams, resulting in more efficient workflow, increased employee engagement and more cohesive customer experience.
- **Emotional Adaptability:** Developed the flexibility to work with different personalities and work styles by managing multiple demands through employee accountability and feedback.
- **Time Management:** Established a weekly routine for the leadership team to assign and delegate all operations and current priorities to each department head, create goals and deadlines for each action, and follow up on the results. Implemented a board in the leadership office that reflected the goals and dates for each task.

#### SHIFT SUPERVISOR

FEBRUARY 2006 - JULY 2011

Starbucks | San Dimas, CA

Formulated a strategic plan to guarantee all daily tasks and deadlines were completed by myself and my team, including: operations, scheduling, cleanliness, and merchandise rotation:

- **Problem Solving:** Facilitated conflict resolution for both employees and customers in a calm, efficient manner.
- **Detailed Organization:** Defined clear expectations and goals for each employee to increase sales and boost customer satisfaction based on weekly reports and the company's top priorities.

### EDUCATION

#### BACHELOR OF ARTS (HISTORY)

2011

Cal Poly Pomona

- Emphasis in Researching and Archiving

MICROSOFT OFFICE | TEAMS | OUTLOOK | SHAREPOINT  
GOOGLE WORKSPACE | TRELLO | SALESFORCE | ZENDESK | HTML/CSS