1. Contributed to business development efforts to drive revenue and meet corporate objectives.
2. Verified compliance with best business practices throughout organization.
3. Collaborated with executives and management to review projected revenue and adjust resources accordingly.
4. Reviewed and revised standard operating procedures to incorporate employee and management feedback and streamline training processes.
5. Maintained constructive client and vendor relationships.
6. Performed root cause analysis in deficient areas to identify and resolve central issues.
7. Enforced regulatory and company policy compliance to improve workplace and employee safety and readiness.
8. Provided excellent customer care to maintain and improve customer relations, strengthen loyalty and increase product and service sales.
9. Processed inbound and outbound shipments with high accuracy and efficiency by effectively directing associate teams and managing inventory processes.
10. Optimized business processes to foster operational efficiency.
11. Established positive and effective communication among unit staff and organization leadership, reducing misunderstandings and late tasks by [Number]%.
12. Created and implemented strategies for improving operational efficiency and accuracy.
13. Led associate focus groups and meetings to obtain suggestions, address concerns or issues and foster positive relations among team members and management.
14. Planned and resourced personnel and logistics for [Number] operations component exercises resulting in [Number] personnel trained to act quickly in critical roles.
15. Enhanced operational efficiency and reduced labor expenses by developing and optimizing standard practices.
16. Coordinated with external companies to fill openings effectively, reducing critical vacancies by [Number]% in first year.
17. Interfaced with [Number] department heads to establish tracking mechanisms and processes that created clear and effective information flow internally and with customers.
18. Updated and published standard operating procedures (SOPs) using stakeholder, customer and employee input and feedback resulting in clearer and more useful instruction for users.
19. Increased response to unit reports from [Number]% to [Number]% in first year and challenged management to quickly respond to and act on reports.
20. Coordinated and led meetings to inform management and stakeholders of operational challenges and suggested improvements.