

MARK OHLER

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🌐 <https://linkmyprofile.io/Mark-K-Provido-Ohler> 📍 Tampa, Florida

PROGRAM & OPERATIONS MANAGER

Established track record of process improvement which increases the efficiency of organizations in government and telecommunications industries. More than 13 years of experience in successful development, planning, leading, and overseeing programs that created efficient systems to meet complex objectives. Proven ability to analyze data, make well-informed decisions, and drive outcomes to maximize team efficiency and performance. Excellent written and verbal communicator with a track record of established and improved relationships across teams, leadership, and vendors. Highly organized, detail-organized, self-starter committed to achieving superior results through experience, interpersonal and technical skills.

PROFESSIONAL EXPERIENCE

Project / Program Manager T-Mobile

May 2020 – June 2023 Tampa, Florida

Responsible for managing and developing various communication, financial, and training programs within Network Supply Chain + Partner Management (+300 staff) and collaborated with sister organizations on overlapping initiatives.

Program / Project Management

- Conducted meetings, provided feedback, and managed content highlighting inefficiencies and areas to improve for director-level and executive leadership on business operations in communications, finances, training
- Created Business Continuity Plans, and identified essential tasks, contacts, and resources needed for ongoing operations during potential local or national emergencies which allowed managers, leaders and stakeholders across the organization to locate essential information
- Developed and implemented automation processes through Microsoft Power Automate for the network supply chain which reduced approval time by an average of two to three business days for requests and allowed technicians access to national warehouses (+50) and distribute materials across cell sites expeditiously.
- Led a project to merge corporate and organizational processes and tools with subject experts (+60) for Project Elevate – an enterprise-wide initiative which reduced duplication, redundancy, and costs as well as increased operational efficiency

Budget / Finance

- Compiled financial reports, followed contract guidelines, processed, and tracked payments through SAP, communicated with accounts payable, and managed +100 Ariba Purchase Requisitions and Orders, which ensured timely payment, and maintained positive relationships with vendors
- Conducted analysis and compiled data on the sourcing department's historical spend, current vendor prices, and proposed prices which provided insights on trends for reducing spend and maximizing synergies (millions of dollars)
- Supervised and tracked millions of dollars in monthly capital and operational savings, developed strategies, and instituted methods which provided the executive leadership team with more accurate reporting through Power BI and Salesforce

Communication / Training

- Curated monthly/quarterly newsletters that disseminated essential updates, news, reminders, and accomplishments to keep staff informed of critical enterprise and organization updates (+300) with an average of +80% engagement and readership – the highest among the organization
- Facilitated over ten training sessions on best practices, processes, and tools that enhanced daily work proficiency during the pandemic and staff working from home, with an average consistent employee participation of +200
- Improved communication and collaboration among teams through implementing effective communication strategies through SharePoint program and training on managing data that allowed cross-team collaboration and dissemination of information to contractors and vendors
- Produced visually professional, stimulating decks, documents, instructional videos, tutorials, presentations, and other artistic materials for leadership briefs and for staff that improved daily work operations, and employee engagement with the use of PowerPoint, Publisher, and other various software programs

Business Analyst & Executive Assistant Charter Communications (Spectrum)

April 2018 – October 2019, Riverview, Florida

- Allocated budget purchased department supplies and equipment, and organized department training and activities which enhanced sales staff morale and improved necessary daily operating functions
- Collaborated with recruiters on outreach strategies to hire more qualified sales staff with a focus on veteran outreach at job fairs, onsite tours, advertising and onboarded new employees during orientation. These efforts resulted in doubling our sales force from 250 to +500 and low turnover
- Gathered numerical data on sales connections and past performance trends and proposed strategic changes which were approved by the Vice President of Inside Sales and senior managers. These strategic changes were implemented resulted in an increase in sales and our center ranked as the second best in the country
- Planned and setup celebratory, holiday, and recognition events for the sales teams that boosted morale and reduced employee turnover
- Scheduled and directed shift timetables for +500 sales associates which provided sufficient coverage and effectively met the company's daily and holiday operational needs

Veteran Enrollment Specialist / Vocational Rehabilitation Specialist Department of Veterans Affairs

March 2015 – April 2018; November 2019 – May 2020, Tampa, Florida

- Assisted vulnerable veterans undergoing mental health treatment by teaching job-searching techniques, resume-building, and connecting veterans with local employers and state liaisons
- Coordinated with inter-department medical staff on preferred techniques, maintaining Centers for Disease Control guidelines and instating extra proactive measures from screening processes to all points of interaction in the hospital
- Educated veterans about applying for additional Veteran Affairs benefits and other government benefits such as bus passes and connected homeless veterans to housing, financial health, and essential living care resources
- Spearheaded hospital policies for personnel and patient safety to lower the risk of COVID-19 transmissions and resulted in low transmission rates

Administrative & Operations Specialist

Department of Defense - United States Marine Corps

August 2010 – August 2014; 2015, Ginowan, Okinawa, Japan

- Audited and counseled 5,600 Marines on their performance records through Oracle (3270) platforms, promotions, and career opportunities
- Facilitated as a mediator for military records between Federal and State government agencies under the Freedom of Information Act
- Maintained accountability of all inbound and outbound personnel for the Cobra Gold in the Kingdom of Thailand on a successful annual joint operation between the militaries of United States and the Kingdom of Thailand
- Processed and revised more than 31,000 documents for Official Military Profile Files
- Supervised, provided training, guidance, and oversight to 8-12 junior Marines in professional military acumen, honing professional skills, and prepared them as future leaders

EXPERTISE & SKILLS

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|---------------------------|---------------------------------------|------------------------------------|
| • Adaptability | • Problem Solving and Decision Making | • Team Building |
| • Culture Competence | • Regulatory Management | • Verbal and Written Communication |
| • Marketing Communication | • Risk Management | • Vendor Management |

EDUCATION

Doctorate of Business Administration (DBA)

Minor in Global Management • City University of Seattle • Seattle, Washington • Anticipated graduation, 2025

Master of Business Administration (EMBA)

University of Tampa • Tampa, Florida • 2020

International Global Consulting Project (South America)

- Spearheaded a global consulting project with a cohort team in proposing and strategizing implementation of cost-saving initiatives which significantly reduced operational costs, increased revenue, and improved customer satisfaction for a medium-sized South American company.
- Results allowed the business to expand its core business, offering new services in new locations and partnered under the branding of Lee Hect Harrison (LHH) which increased its brand presence and reputation.
- Consulted and delivered a business plan for a medium-sized Columbian firm in the talent development sector. Developed a customized strategy to expand and expand into niche markets with minimal capital expenditures
- Implementation of strategy maximized personnel's time and proficiency and cut operational and overhead costs. The firm increased customers and experienced growth beyond desired objectives despite COVID-19 market decline.

Bachelor of Science (BS) in Management

University of Tampa • Tampa, Florida • 2017

Bachelor of Science (BS) in Marketing

University of Tampa • Tampa, Florida • 2017

CERTIFICATIONS

Bowel Care Collection Bag – 10,022,108

United States Patent and Trademark Office • 2018

National Society of Leadership & Success • 2015

Computer Peripheral Operator

Department of Labor, United Services Military Apprenticeship • 2013

CIVIC & COMMUNITY SERVICE

Honor Flight Network

April 2013 – August 2014

- Volunteered as a Marine guardian in national events dedicated to the care of WWII, Korean, and Vietnam Veterans across the country
- Guided veterans to historic sites in uniform and toured the Capitol, paying homage to the sacrifices made by these brave individuals

Special Olympics & Community Relations

April 2011 – April 2013

- Supported the annual Kadena Special Olympics with Japanese athletes and parents through buddy programs
- Coordinated setup and cleanup of cemeteries, parks, and other public areas