

Operations Management

Accomplished and results-driven professional with more than 15 years' experience creating strategic alliances with organization leaders for supporting key business initiatives.

Strategically focused executive with a progressive and accelerated career trajectory evidenced through increasing levels of operational responsibility. Renowned as a change catalyst, innovative thinker, and creative problem solver with a consistent history of business development forged through cultivating relationships of trust and transparency across multiple stakeholder groups. Operates with a pragmatic and entrepreneurial leadership style; able to distil complex business problems into tangible revenue, efficiency, and margin driven growth with a relentless commitment to employee engagement and retention.

Areas of Expertise

- Team Leadership & Direction
- Revenue & Profitability Growth
- Strategic Planning & Execution
- Inventory Management
- Cost Control & Minimization
- Cross-Functional Collaboration
- Budgeting & Scheduling
- Training & Development
- Operations Management & Control

Accomplishments

- Enhanced personal experience by managing up to 60 direct reports, while overseeing budget of 5M.
- Improved communications by 25% through acquisition and installation of two major customer relationship management (CRM) programs.
- Reduced average collection time from 90+ days to less than 45 days by providing expert-level support to internal administrative staff in execution of new invoice collection strategy.
- Created effective operational procedures, including process of collections within 30 days of initial hiring with a keen focus on minimizing backlog in financial reporting.
- Improved each division efficiency and increased output by 30% through analysis and development of operating procedures.

Career Experience

Kohl's Logistics - Cincinnati OH
Operations Supervisor

2021 – Present

Responsible for improving workflow to drive results, evaluate performance to ensure effective merchandise processing, and leading high performing teams to improve productivity and associate engagement.

- Manage the workflow of several departments in conjunction with individual department supervisors.
- Developing and maintaining accuracy standards to ensure unit inventory integrity.
- Align with business partners to resolve issues and ensure efficient service.
- Ensure dynamic staffing to meet company goals.

Calloway Cleaning and Restoration - Cincinnati OH
Operations Manager

2018 – Present

Employ proven expertise to manage various activities simultaneously, such as account management, invoicing, as well as accounts payable and receivable for a family-owned emergency mitigation and restoration business. Increase

operational effectiveness through top-notch supervision of routine tasks, including customer interface management, internal team coaching, cash management, daily compliance meetings with teams, as well as weekly reporting of accounts and compliance with each division manager.

- Contributed to decreasing chances of loss or theft of an extensive inventory by designing inventory control process for tracking of assets through utilization of new CRM programs.
- Streamlined overall operational workflow through excellent administration of day-to-day activities of all departments within a service-related organization.
- Developed a complete restructure of account process from initial contract to billing resulting optimization of accounts receivable activities.

ABC Auto Auction - Cincinnati OH
Senior Inventory Control Specialist

2014 – 2018

Prepared record with maximum accuracy by entering all inventory information into system. Maintained optimal level of stock by numbering and labeling all inventory for sales in appropriate manner, while leading and training inventory team members. Implemented weekly inventory counts with a positive outlook on reducing time and cost of performing annual inventory control.

- Enhanced organizational productivity by establishing robust standards of training, including writing and implementation of training manual.
- Provided best pricing structure for auction by valuating specific high value automobiles through detailed inspection.

Villa Pizza, Monroe OH
Store Manager

2009 – 2013

Fulfilled organizational requirements by maintaining proper staffing level in coordination with selecting team members. Strengthened organizational workforce by attracting, onboarding, hiring, training, and retaining talented staff members, while controlling labor and inventory costs.

- Received corporate recognition by exceeding sales goals by more than 10% through delivery of world class customer service on consistent basis.
- Achieved reward and recognition by regional as well as district manager for showcasing excellent work ethics and team building skills.

Additional Experience

Tax Preparer
Jackson Hewitt

Service Foreman
Everdry Waterproofing

Educational Background

Operations and Supply Chain Management
Johnson and Whales University
Tax Law / Ethics – Enrolled Agent Designation
Fast Forward Academy