

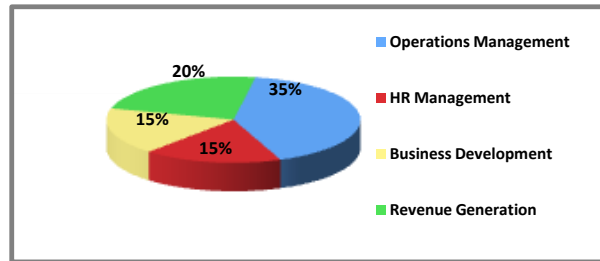
CLIENT NAME

(123) 456-7859 ♦ client-name@yahoo.com

OPERATIONS MANAGER

Visionary ~ Business Development ~ Due Diligence ~ Turn-around Management

A top-performing business-savvy Operations Manager with experience in creating new net sales opportunities and cultivating relationships with strategic alliances and business associates. Performance-driven and skilled Manager with demonstrated success in the following areas: Project Development, Project and Communications Management, Promotions and Development and Human Resources Management. Respected leader with over 28 years' experience in an office setting directing teams in roles of increasing responsibility towards increased revenues and successful outcomes. Exceptional technology skills combined with proven ability to drive marketing strategy, manage and nurture talent, deliver sales growth, form strategic partnerships, and successfully implement and oversee complex projects. Outstanding strategist distinguished for proven leadership and team-building skills and excellent conflict resolution abilities. Posses demonstrated management skills and expertise at implementing processes that enhance productivity and drive sustained organizational performance.



NOTABLE ACHIEVEMENTS

- ✓ **Directed and managed** strategic plans to control expenses and increase revenue including running cost analysis and implementing best purchasing practices.
- ✓ **Led the implementation** of successful inventory system to ensure accurate stock and distribution levels.
- ✓ **Directed, mentored, developed and managed** interdisciplinary and cohesive team while instilling a strong understanding and commitment to brand identity and increased revenue generation.

AREAS OF EXPERTISE

Strategic & Tactical Planning • New Business Development • Negotiations • Market Research
Brand Planning • Channel Marketing • Consumer Insights • Product Development • Profit & Loss
B2B/B2C Marketing • Organizational Roadmaps • Budgeting & Forecasting • Accounts Payable • Accounts
Receivable • Talent Management • Cultural Sensitivity • Market Trends • Competitive Analysis • SHRM

PROFESSIONAL EXPERIENCE

USB RECYCLING.COM, Monroe, NC, 2014-Present

Director of Operations /Human Resource Manager

Oversaw the daily operations of busy recycling company including addressing all issues and challenges facing the company

Key Accomplishments

- Managed operations within an allotted budgetary guideline; ensured operations completed within budget.
- Manage all core business processes client relations, marketing, budgeting, accounts receivable, accounts payable, vendor relations, selection and recruitment and team development.
- Supervise staff closely and ensure team members provide superior customer service and communication to the customers and prospective customers to enhance and increase revenue, reputation and profitability.

ARG, INC., Monroe, NC, 2010-2013

Director of Operations

Managed and directed daily operations of business including personnel management, product management and sales. Collaborated to develop and execute programs that support all operations, including sales, customer service and human resources. Supported the development and implementation of overall cost-savings initiatives.

Key Accomplishments

- Oversaw operational budgets and ensured operational projects were completed within budget.
- Initiated and managed all core business processes clients relations, marketing, budgeting, accounts receivable, accounts payable, vendor relations, selection and recruitment and team development.
- Administered superior customer service and communication to the residents and prospects to enhance customer satisfaction and increase renewals, revenue, reputation and profitability.
- Developed, mentored, lead and managed a high performing, cohesive team, including leasing, customer service, maintenance and management personnel, in order to maximize their engagement and minimize turnover.
- Oversaw, directed and managed the daily operations of thirteen Wendy's restaurants with over four hundred fifty employees in three different states with the help of a great team of store managers.

HUNTLEY CHEVROLET, Wadesboro, NC

Automotive Administrator / Human Resource Manager, 2008-2010

Reviewed all sales deals to determine costs vs. profit and finalized to accounting. Ensured all invoicing, listing of items sold, service provided, amounts due and credit terms were within allowed guidelines.

Key Accomplishments

- Oversaw all title work and ensured correct charges were applied.
- Managed the processing of incentive rebates and ensured procession was completed in a timely fashion.
- Reviewed and analyzed all accounts payable for excessive spending.

CLASSY & SASSY SALON & SPA, Monroe, NC, 2007-2009

Owner

Oversaw all aspects of salon operations; evaluated employee issues and made recommendations to arrive at appropriate solutions.

Previous positions included Manager for Emmy's Salon & Spa in Monroe, NC; Transportation Coordinator for Family Dollar Distribution Center, Charlotte, NC; Library Assistant for Union County Public Library in Indian Trail, NC; Property Manager for Anson Restaurant Group in Monroe, NC; Material Coordinator for IMO Pump in Monroe, NC; and Claims Assistant for Amerisure Insurance Company in Charlotte, NC.

EDUCATION

- **Wingate University**, Wingate, NC, Bachelor of Arts in Liberal Arts/Business Management/Human Resources, 2001
- **Montreat College**, Montreat, NC, Associate's Degree in Science

PROFESSIONAL DEVELOPMENT

- Notary Public of North Carolina, my commission expires 8/24/2018
- Member of Union County Chamber of Commerce
- Member of Women in Business (WIB)
- Member of Union County Human Resource Association (UCHRA)
- Member of Society of Human Resource Management (SHRM)