

**First M. Last**  
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## **Executive Summary**

Customer Service Rep	Customer Service Mngr	Salesman
Senior Salesman	Office Manager	Headquarters Staff
District Manager	Operations Deputy	Director of Operations

## **Professional Experience** [\(click here to view more at Expand Resume\)](#)

### **Director of Operations (Feb 2014 – Present)**

- Managed 4 direct reports and 250 indirect reports responsible for manufacturing operations. Oversaw the transformation of operations business processes through implementation of information technology solution.
- Streamlined outdated methods saving 5% in administrative costs and 12% in payroll disputes.
- Improved manufacturing throughput by 17% within 6 months of adopting new information system.

### **Operation Deputy (July 2010 – Feb 2014)**

- Advised Operations Director in the implementation of new information system to streamline operations processes.
- Reviewed four contract proposals for information technology solutions.
- Drew up specifications for streamlined information systems utilizing re-engineering and lean business process models. Teamed with district managers, office managers, and headquarters staff to identify core competencies and regulatory requirements.

### **District Manager (Jan 2005 – July 2010)**

- Oversaw North West regional sales and distribution processes. Improved point of sale merchant fees by 2%. Identified outdated merchant services and renegotiated new contracts for all sales offices. This was a catalyst for company wide changes to merchant services in all regions.
- Modernized the use of Microsoft Office suite implementation for communications of all sales offices. Standardized presentations, scheduling requirements, and email standards. Reduced countless conflicts over scheduling mayhem

## **Education**

High School, My City High: 3.2 GPA, 2005  
Associate of Arts, My Community College, 2007  
Bachelors of Art, Communications: My State University, 2009

View Hyperlink: <http://www.expandresume.com?ref=20160426140042mx9tk>