
OPERATIONS AND BUSINESS MANAGEMENT

7+ years of expertise developing and leading top performing teams to identify and capitalize on market opportunities to build revenue, capture key accounts and outperform competition.

Results-producing management executive with experience leading profit-generating operations through strategic operations planning, innovative team development, and a superior understanding of client needs. Advanced ability to create and maintaining an effective business plan to increase profitability. Exemplary leadership and management skills to concurrently direct multiple complex projects and bring them to successful completion.

Core Knowledge & Skills:

- Operations Management
- Profit Optimization
- Quality Control
- Account Management
- Staff Management
- Strategic Business Planning
- Staff Training & Development
- Cost Reduction
- Customer Relations
- Budget Development
- Vendor Relations
- Profit & Loss

PROFESSIONAL EXPERIENCE**SALES OPERATIONS SPECIALIST****2006-Present****Confidential****Solon, Ohio**

Direct all aspects of regional sales operations for IT solutions and software, from setting prices through final sale. Oversee up to 14 sales representatives in assigned territories.

- React to market leads to capitalize on opportunities by developing and integrating tactical sales initiatives to target niche demographics.
- Establish vendor relations and negotiate pricing with average savings of 50-70% of sales to maximize profit.
- Implement operational process improvements to avoid order duplication and product over shipment.
- Increased profits by 21% by eliminating lost time on projects and negotiating vendor contracts.
- Consistently exceeds sales goals by adhering to financial standards and budget maintenance.
- Hewlett-Packard and EMC sales accreditations.

ASSISTANT MARKET MANAGER**2004-2006****Confidential Company****Cleveland, Ohio**

Managed all aspects of daily operations for four area Sherwin-Williams branches in addition to the launch of a new location, including store setup, purchasing, hiring, and development of business market plan.

- Reduced profit and loss expenses by 10% per branch while simultaneously increasing sales 25% through meticulous inventory control, employee schedule management and product incentive sales.
- Conducted employee training and performance evaluations for the development of a customer focused team.
- Oversaw sales and administrative operations and created marketing strategies to secure market share for increased revenue.
- Sherwin-Williams Management Training Program.

SENIOR CUSTOMER ASSISTANCE ACCOUNT MANAGER**2002-2004****Confidential****Beachwood, Ohio**

Assessed and managed 600-800 high-risk accounts per month and determined the appropriate action needed to minimize credit losses to the company.

- Consistently achieved monthly incentive by exceeding established percentage goals.
- Coached employees and evaluated performance, providing continuous and timely feedback and developmental needs to improve employee productivity.

EDUCATION

Master of Business Administration, 2005
University of Phoenix, Phoenix, AZ

Bachelor of Science – Business Management, 2001
Myers University, Cleveland, OH