

## OPERATION MANAGER

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- Special Hiring Auth: Veterans Pref (VEOA)

### Skills

- Secret Security Clearance
- Project management
- Budget analysis
- Training / Development
- Schedule management
- Critical thinking
- Team building
- Written and oral communication skills
- Process improvement
- Microsoft Office Suite expert

### Summary

Accomplished Operation Management professional with 20+ years' with a broad scope of experience driving process improvements, financial administrative, and staff productivity in military environments. Cultivate strong relations through contract negotiation, project management, and policy/program development. Oversee all aspects of operations including HR/financial/accounting, and inventory control.

### Selected Accomplishments

- Managed all financial activities for program operations for \$1.8M in travel funds; reduced regional expenditures by 8% annually.
- Met management goals by screening over 1000 personnel records for the necessary skill sets and appropriation of talent acquisition and leader development.
- Authored strategic integration and implementation procedures increasing production time by 20%.
- Continues to receive commendable ratings annually from cooperative and regional inspections.
- Increased performance scores 60% by developing new employee processes.
- Managed the daily operations of 18 Aviation maintenance courses and supervised the training for over 650 military and foreign national students.
- Developed and implemented cross training instructor certification program that increased productions by 25%.
- Incorporated the first ever advance composite aircraft process that assisted the Army composite program manager in writing new procedures.

### Work History

Operation Manager , 09/2013 to Current

Company Name â€” City , State

#### Role: Operation Management

- Coordinates all training of 3000+ employees within the regional footprint with 100% mission completion.
- Ensures compliance with established policies and procedures; led staff training initiatives to maximize productivity.
- Analyzes key aspects of the business to evaluate the factors driving results and summarized results into presentations. Writes office job descriptions and directives.
- Develops and executes marketing programs and general business solutions resulting in increased regional exposure, customer traffic, and tracking system.

#### Role: Financial Management

- Authorizes for the mission and the authority to obligate funds to support TDY travel.
- Assumes ownership of accounting, forecasting and strategic supply planning. Forecasted operating costs for scheduled projects by strategizing with other departments.
- Manages high volumes of financial activity in a fast-paced, risk-based corporate environment.

General Manager , 11/2009 to 08/2012

Company Name â€” City , State

- Managed the Quality Control, Unit Supply, Aviation Automated Logistical Supply, Production Control, and Administration section.
- Assisted the planning, organizing, directing, and supervising all Company level training, oversees the accuracy of monthly reports.
- Oversaw unit training calendar and schedules, forecast training requirements. Manages the Defense Travel management System, Army Training Requirements and Resource System and understanding of Microsoft based programs.
- Coordinated and executed of all internal activity between Company and Battalion staff sections.
- Supervised preparation and maintenance of unit movement and unit load plans and supervise the execution of the plans on order.

Logistic Manager , 01/2012 to 10/2012

Company Name â€” City , State

- Coordinated and managed resident training activities in the field of aviation logistics and maintenance, to include utilization of training resources, facilities utilization, upkeep and modernization, and the recognition and establishment of new facilities requirements as necessary to maintain the quality of the training facilities.
- Identified and managed un-programmed requirements, training program constraints; training and support schedule synchronization; tracking and resolution of training support failures; de-conflicting class, equipment, and facilities schedules, instructor requirements, and external tasking of personnel and equipment.
- Coordinated aviation maintenance resident and non-resident training issues such as unique on-site instruction of Active Army and Reserve components through the use of Displaced Equipment, and New Equipment Training Teams.

Senior Training Specialist , 11/2009 to 12/2011

Company Name â€” City , State

- Served as a Training Instructor and subject matter expert performing instructional and training development work in the Structural Branch, at the Structural and Pneudralic Division (SPD).
- Managed the course material for assigned blocks of instruction within comprehensive courses, providing training materials and aids as needed, conducts platform instruction, and administers practical exercises and examinations for students.
- Administer and proctors written and performance examinations. Conducted evaluation and certified training instructors within the Division as a Senior

Evaluator.

- Trained the Initial Entry Level, intermediate, and advance course for the Military Occupation Specialty on all National Guard, Reserve Component, Foreign National, and Active Duty Soldiers.

#### Education

Bachelor of Science : Business Administration , Current

Trident University International - City , State

Professional Development (United States Army)

- Structured Self Development [2013] - Manager Development CRS [2006] - Systems Approach to Training Basic [2012] - Action Officer Development [2006] - Supervisor

Development [2012] - Safety Course [2006] - Training Developer (Middle Manger)

[2012] - Hazardous Materials/Waste Handling [2006] - Injury

Prevention Through Leadership [2010] - Aircraft Structural Adv LDR [2002] - Composite Risk Management

CRS [2010] - Basic Noncommissioned Officer [2002] - Army Basic Instructor [2010] - Total

Army Training System (TATS) [1999] - Support Cadre Training [2010] - Primary Leadership Development [1999] - Aircraft

Component Repairer Supervisor Senior LDR [2007] - Leadership Development [1999] - Supervisor

Development [2006] -