

DIRECTOR OF OPERATIONS

Summary

A motivated professional seeking a position as an administrative assistant utilizing my 20 years of experience managing business operations and personnel to achieve organizational profitability. Dynamic personality with the interpersonal communication skills to engage and develop strong rapport with individuals at all levels. Excellent organizational and planning competencies utilized in providing full support to a department of 59 employees. Adapt worker, capable of efficiently maintaining departmental records in a multi-faceted organization to meet tight deadlines. Proficient in multiple computer applications with fast and accurate, typing skills and proven ability to plan, organize, direct, and execute while yielding optimum results. Well versed in Microsoft Office Suite.

Highlights

- Microsoft Office proficiency
- Excel spreadsheets
- Meticulous attention to detail
- Results-oriented
- Self-directed
- Time management
- Professional and mature
- Resourceful
- Strong problem solver
- Advanced MS Office Suite knowledge
- Strong interpersonal skills
- Dedicated team player
- Meeting planning
- Schedule management

Experience

Director of Operations

September 2007 to February 2012 Company Name i¼ City , State

- Managed daily operations for 59 employees while managing a \$2.5 million facility supporting 2.8K customers
- Oversaw execution, negotiation and implementation of \$11.4 million annual contracts and \$442K cook addendum contract
- Inventoried food stock levels and purchases which reduced operating costs by 18% in seven months
- Allocated essential core training for 32 personnel saving \$61K in travel costs
- Balanced accounts receivables for 4 vendors and reconciled accounts payable

Fitness Operations Manager

July 2006 to September 2007 Company Name i¼ City , State

- Provided secretarial and administrative support to Services Director
- Allocated \$90K in funding for new fitness equipment enhanced quality of life for 400K customers
- Accounted for \$80K in resale funds, inventory, and daily bank deposits
- Developed plan of action and milestones for Operational Risk Management Program achieved goal of 90% in two weeks
- Networked with senior management, employees, and external agencies to correct 19 open work orders and 5 projects culminating in \$2.8K in repairs and upgrades.

Administrative Assistant

February 2004 to July 2006 Company Name i¼ City , State

- Provided administrative assistance to the Commander of the Air Logistics Center
- Prepared and maintained financial reports
- Received and maintained records of telephone calls, incoming and outgoing correspondence
- Liaised with protocol staff, external agencies, and visiting dignitary's support staff.

Training and Readiness Manager

August 2001 to February 2004 Company Name i¼ City , State

- Developed training program and electronic reports of personnel to ensure proficient status of 290 tasks which improved stats to 100% in two months.
- Provided invaluable, critical administrative support of active duty cases of fallen heroes.
- Prepared monthly reports capturing training status of 97 personnel for senior management and headquarters.

Education

Bachelors of Science : Healthcare Administration , 2014 Southwestern College i¼ City , State GPA: Summa Cum Laude Graduate

Healthcare Administration Summa Cum Laude Graduate

Associate of Applied Science : Leadership and Management , 2010 U.S. Air Force, Air University Distance Learning

Training Specialized in Leadership Management, Managerial Communication, Total Quality Management, Management Theory, Management by Objective, Motivation, Counseling and Diversity

Associates of Applied Science : Fitness, Recreation, and Services Management , 2007 Community College of the Air Force Fitness, Recreation, and Services Management

Skills

Account Management, Accounts Receivables, Administrative Support, Subordinate Counseling, Computer Proficiency, Customer Service, Financial Report Reconcile, Funds Management, Inventory, Logistics Director, Risk Management, Secretarial Duties, Communication Skills, Total Quality Management, Executive Management Support, Filing, Grammar, Internet Research, Letters and Memos, Lotus Notes, Microsoft Excel, Microsoft Office Suite, Microsoft Outlook, Microsoft PowerPoint, Microsoft Word, Minute Taking, Multi-Task Management, Organizational Skills, Prioritization, Scheduling, Service Orientation, Speaking, Spreadsheets, Telephone Skills, Time Management, Vendor Management, Coordination, Documentation,