



Mia Pearson

Operations Manager

Profile

Innovative operations manager with 12 years of experience and a neck for overhauling stagnant operations processes with lean manufacturing and Kaizen integration strategies turning losses into profits. Slashed inventory costs by 32% in the last 19 months. A certified member of the American Management Association and currently completing a Ph.D. In Machine Learning with Stanford University.

Employment History

Operations Manager at Sheen, Bowman & Gillespie Architects, New York

January 2017 – May 2019

Introduced the Appreciation Languages at Work programme to all franchises in the group, which boosted employee morale and satisfaction levels, ultimately decreasing staff turnover by 35% in the last year.

- Plan, coordinate and manage employees of the accounting, human resources, and marketing departments to ensure the on-time and on-budget successful completion of projects
- Review all project drafts, drawings, and regulatory documents to provide a clear understanding of work scope and clarify potential issues
- Ensure adequate staff allocation for project requirements
- Conduct SWOT analysis per project and for the company as a whole to identify risks and leverage on opportunities

Operations Manager at LGS Foods, Charleston

December 2012 – December 2016

Established temporary service level agreements with local suppliers to increase Just In Time delivery frames by 33% during busy seasonal periods such as Christmas and Easter.

- Oversee franchise recruitment and development programs
- Analyze and review operational workflow processes of franchising systems
- Scrutinize all sales metrics and food production figures
- Implement time-motion analysis mechanisms to improve quality
- Evaluate efficiencies and introduce automated wrapping tools to enhance economies of scale
- Report to the executive team monthly regarding the performance metrics of all franchises

Assistant Operations Manager at Just Letting Property Management, Raleigh

January 2009 – December 2011

Introduced the Appreciation Languages at Work programme to all franchises in the group, which boosted employee morale and satisfaction levels, ultimately

Details

1515 Pacific Ave, Los Angeles, CA 90291, United States, (541) 754-3010

email@email.com

Place of birth

San Antonio

Nationality

American

Driving license

Full

Links

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Skills

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[Effective Competitive Analysis Research](#)

[Continuous Improvement](#)

[Continuous Integration](#)

decreasing staff turnover by 35% in the last year.

- Compile multiple property budgets exceeding 1 million dollars per month
- Conduct weekly performance reviews with property managers and report these to executive management
- Implement best practice process flow models within the sales and marketing departments
- Oversee contract negotiation with new clients
- Manage property inspection schedules and maintenance projects
- Responsible for negotiations with insurance companies and maintenance contractors

Education

Ph.D. in Business Administration, California University, San Diego

May 2019 – Present

2018 – Current Ph.D. in Business Administration, California University, CA

**Masters in Business Administration, University of Indiana,
Bloomington**

June 2016 – March 2018

Courses

**Certified Manager (CM), Institute of Certified Professional Managers,
Reston, VA**

May 2019 – May 2019

CSCP - Certified Supply Chain Professional, APICS, Chicago, IL

January 2019 – March 2019

**Six Sigma Black Belt Certification, American Association for Quality
(ASQ), Milwaukee, WI**

July 2013 – August 2013

Leadership and Management

Departmental Auditing

Languages

English

German

Hobbies

Carpentry, American Football,
Cross Bow