



MIA PEARSON

Operations Manager | LOS ANGELES, CA 90291, UNITED STATES | (541) 754-3010

○ 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 ○

[Linkedin](#)

[Who's Who](#)

[Joomla](#)

○ SKILLS ○

Business Strategy

Financial Analysis

Operations

Strategic Planning

Project Management

Logistics

Distribution

Enterprise Resource Planning

Product Life Cycle Management

Strategy Development

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, Ney 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 decreasing staff turnover by 35% in the last year.

- Compile multiple property budgets exceeding 1 million dollars per month

Analytics

Effective Competitive Analysis
Research

Continuous Improvement

Continuous Integration

Leadership and Management

Departmental Auditing

○ LANGUAGES ○

English

German

○ HOBBIES ○

Carpentry, American Football,
Cross Bow

- 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

California University, San Diego

May 2019 – Present

Degree: Ph.D. in Business Administration

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

University of Indiana, Bloomington

June 2016 – March 2018

Degree: Masters in Business Administration

📖 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