

Mia Pearson



Operations Manager

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Email	email@email.com	Place of birth	San Antonio
Nationality	American	Driving license	Full
Links	Linkedin , Who's Who , Joomla		

01 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.

02 EMPLOYMENT HISTORY

01/2017 – 05/2019

Operations Manager at Sheen, Bowman & Gillespie Architects

Ney
York

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

12/2012 – 12/2016

Operations Manager at LGS Foods

Charleston

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

01/2009 – 12/2011

Assistant Operations Manager at Just Letting Property Management

Raleigh

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
- 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

03 EDUCATION

05/2019 – Present

California University

San Diego

Ph.D. in Business Administration

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

06/2016 – 03/2018

University of Indiana

Bloomington

Masters in Business Administration

04 SKILLS

Business Strategy	● ● ● ● ●	Financial Analysis	● ● ● ● ●
Operations	● ● ● ● ●	Strategic Planning	● ● ● ● ●
Project Management	● ● ● ● ●	Logistics	● ● ● ● ●
Distribution	● ● ● ● ●	Enterprise Resource Planning	● ● ● ● ●
Product Life Cycle Management	● ● ● ● ●	Strategy Development	● ● ● ● ●
Analytics	● ● ● ● ●	Effective Competitive Analysis Research	● ● ● ● ●
Continuous Improvement	● ● ● ● ●	Continuous Integration	● ● ● ● ●
Leadership and Management	● ● ● ● ●	Departmental Auditing	● ● ● ● ●

05 COURSES

05/2019 – 05/2019

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

01/2019 – 03/2019

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

07/2013 – 08/2013

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

06 LANGUAGES

English



German



07 HOBBIES

Carpentry, American Football, Cross Bow