

Mia Pearson, Operations Manager

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

Place of birth	San Antonio	Driving license	Full
Nationality	American		

LINKS [Linkedin](#), [Who's Who](#), [Joomla](#)

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

Jan 2017 – May 2019 **Operations Manager, 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

Dec 2012 – Dec 2016 **Operations Manager, 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

Jan 2009 – Dec 2011 **Assistant Operations Manager, 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
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EDUCATION

May 2019 – Present **California University, Ph.D. in Business Administration** San Diego

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

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

COURSES

May 2019 – May 2019	Certified Manager (CM), Institute of Certified Professional Managers, Reston, VA
Jan 2019 – Mar 2019	CSCP - Certified Supply Chain Professional, APICS, Chicago, IL
Jul 2013 – Aug 2013	Six Sigma Black Belt Certification, American Association for Quality (ASQ), Milwaukee, WI

LANGUAGES	English	Native speaker	German	Highly proficient
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HOBBIES	Carpentry, American Football, Cross Bow
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