

MIA PEARSON

Operations Manager

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(541) 754-3010

email@email.com

Place of birth *San Antonio* Nationality *American*
Driving license *Full*

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.

EXPERIENCE

❖ **Operations Manager, Sheen, Bowman & Gillespie Architects** Jan 2017 – May 2019
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

❖ **Operations Manager, LGS Foods** Dec 2012 – Dec 2016
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

❖ **Assistant Operations Manager, Just Letting Property Management** Jan 2009 – Dec 2011
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

EDUCATION

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

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

❖ **University of Indiana** Jun 2016 – Mar 2018
Masters in Business Administration Bloomington

SKILLS

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

COURSES

❖ **Certified Manager (CM)** May 2019 – May 2019
Institute of Certified Professional Managers, Reston, VA

❖ **CSCP - Certified Supply Chain Professional** Jan 2019 – Mar 2019
APICS, Chicago, IL

❖ **Six Sigma Black Belt Certification** Jul 2013 – Aug 2013
American Association for Quality (ASQ), Milwaukee, WI

LANGUAGES

English..... *Native speaker* German..... *Highly proficient*

HOBBIES

Carpentry, American Football, Cross Bow