



# Mia Pearson, Operations Manager

LOS ANGELES, CA 90291, UNITED STATES · email@email.com

## DETAILS

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

DATE / 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, 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

Analytics

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Effective Competitive  
Analysis Research

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Continuous  
Improvement

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Continuous Integration

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Leadership and  
Management

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Departmental Auditing

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## EDUCATION

### **California University, Ph.D. in Business Administration**

May 2019 – Present, San Diego

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

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

Jun 2016 – Mar 2018, Bloomington

## COURSES

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

May 2019 – May 2019

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

Jan 2019 – Mar 2019

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

Jul 2013 – Aug 2013

## LANGUAGES

English

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German

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## HOBBIES

Carpentry, American  
Football, Cross Bow