

Mia Pearson

Operations Manager



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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.

Employment History

Jan 2017 – May 2019

NEY YORK

Operations Manager

Sheen, Bowman & Gillespie Architects

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

CHARLESTON

Operations Manager

LGS Foods

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
 RALEIGH

Assistant Operations Manager Just Letting Property Management

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

May 2019 – Present
 SAN DIEGO

California University Ph.D. in Business Administration

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

Jun 2016 – Mar 2018
 BLOOMINGTON

University of Indiana Masters in Business Administration

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	● ● ● ● ●

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



German



Hobbies

Carpentry, American Football, Cross Bow