

Summary of Qualifications

Dedicated Senior Operations Manager, a highly effective leader who excels at using proven methods and cutting edge technology to successfully cut costs, streamline operations and increase productivity. Assertive and enthusiastic, with extensive knowledge of process optimization with an unsurpassed work ethic

- Strategic planning
- Courier Delivery Experienced
- Procedure development
- Financial Oversight
- Process improvement
- Cost reduction and containment
- Systems/technology
- Team building
- Analytical focused

PROFESSIONAL EXPERIENCE

Mom & Pops Dollar Plus – Powell, Ohio, a hometown general merchandise store with high quality stock at reasonable pricing. 02/2014- 07/2018

President-CEO

- Independent owner handling all business processes associated with the management of the store.
 - Merchandise ordering, pricing and stocking.
 - All financial aspects, in-depth cost analysis, accounting, payables, receivables and taxes.
 - Marketing and social media to keep the business at the forefront of the community.
 - Maximize profitably by operating at the highest level of customer service, customer first approach, customer satisfaction in the highest regard.
 - Utilization of the best technology available which integrated with the overall management of the business.
 - Continual update of the overall business plan, both short and long term, detailed planning.
 - Compliance of all legal responsibilities.

Bardwil Linens, a subsidiary of Bardwil Industries, Jersey City, NJ. – Columbus, Ohio, a multi-million dollar textile company. 08/1995 to 06//2012

Vice President – Domestic Operations

Maintained full responsibility for the distribution, fulfillment, production, staffing, logistics and deadline attainment for a \$50 million operation.

- Was responsible for the relocation of the Linens distribution and fulfillment business to Columbus, Ohio.
 - Located the most appropriate building to house the organization.
 - Recruited an entirely new work/management team of 50+ associates needed to support the overall business.
 - Assured that the set-up of the warehouse met the standards necessary to successfully support the overall business functions of the enterprise.
 - Executed the overall move in less time projected and spent less budgeted dollars to complete the overall transfer of business.
 - Insured the building contained the necessary wiring configuration to successfully install the technology associated with the day to day operations of the business.
- Monitored employee productivity and optimized processes and procedures to reduce overall costs.
- Assured overall processes and environment met all OSHA safety guidelines.
- Key member of the technology team to continually enhance all IT throughout the company. Worked closely with the team to investigate and approve the addition of WHM (warehouse management system) and PKMS, a pick-ticket management system. The installation and use of these systems increased the overall production rate by 20%.

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Vice President – Domestic Operations continued:

- As a result of installing this state of the art technology, was recognized by Modern Materials and Handling Magazine, which highlights and reports productivity solutions for distribution, warehouse and manufacturing.
- Consistently met or exceeded gross profit goals. Over 75% of the company income/profit was produced by this branch of the overall organization.
- Was able to consistently improve productivity each business year, continually researched best practices and implemented revisions as needed.
- Managed client relationships proactively. Exceeded client delivery expectations consistently. Clients included major retailers such as JC Penny, Sears, Dillard, Bon-Ton, Elder Beerman, Kohl's and Macy's.
- Assured that all clients received error free, on-time service on all business interactions.
- Continually reviewed costs to make enhancements or changes to maintain and enhance a profitable operation.
- Made recommendations for employment decisions, performance evaluations, training, work allocation and problem resolution.

Education

Mount St. Michael Academy

Technical and other Business Skills

- Microsoft Suite
- Point of Sale Systems
- Warehouse Management Systems
- Pick Ticket Management Systems
- Experienced with Courier Delivery Systems through working for Emery Worldwide
- U-Haul affiliated rental dealer and advocate.