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**Operations Manager / Project Manager**

*7+ years of measurable success in leadership and project coordination roles*

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Driven and determined professional who continuously seeks out opportunities to increase efficiency, decrease costs, and drive operational success. Versatile and able to translate complex requirements into detailed project plans. Consistent track record of exceeding customer expectations and project goals. Notable ability to analyze current practices and trends to identify routes to increased revenue and positive outcomes.

**Highlights of Expertise**

- Project Management & Planning
- Budgeting & Cost Control Measures
- Process Improvements & Enhancements
- Pricing Strategies & Trend Analysis
- Collaborative Teamwork
- Operations Management & Leadership
- Staff Supervision & Training
- Contract Negotiations
- Stakeholder Relationships
- Communication Skills

**Career Experience**

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M&M Associates , New York,NY

**CEO/Operations Consultant (2015 -present)**

Introduced employee-recognition programs, labor/management communication forums and career-pathing opportunities that boosted staff retention, morale and satisfaction to new bests.

Increased the frequency of scheduled preventive maintenance on the production floor, reversing a history of unplanned equipment downtime and improving monthly output by 11%.

Hired to lead the turnaround of struggling manufacturer, overseeing cross-functional operations and teams in areas including production, purchasing, warehousing and logistics.

Interview potential clients to obtain data about their financial resources and needs, the physical condition of the customer. Seek out new clients, generate lists of prospective clients, and develop clientele through networking

Frito-Lay / PepsiCo, Atlanta, GA

*Chosen to work on a special project to more effectively manage and improve product pricing for top accounts valued at \$3M.*

**CUSTOMER ACCOUNT OPERATIONS - Contract (2015 to 2017)**

Reviewed current market trends and pricing models to determine the best pricing strategies to support revenue generation goals.

Identified opportunities to control costs, maximize efficiency, and maintain profitability. Reviewed historical company sales information to establish more effective weekly scheduling and ad promotions.

Implemented pricing methodologies for new product launches, eliminating delays caused by pricing concerns and reducing the number of discount requests.

Lazarus Ministries, Atlanta, GA

*Guided the operational success of an organization with 30 staff members and \$2M in annual revenues.*

**PROJECT/OPERATIONS MANAGER (2012 to 2015)**

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Focused on the direction of key projects, including special events, training, etc. Coordinated the full project lifecycle from requirements gathering and scope planning to budgeting and vendor selection. Negotiated contracts with venues, sponsors, and other stakeholders. Engaged with team members on opportunities to improve job performance and delivery of tasks.

Effectively managed and controlled project budgets ranging from \$10K - \$100K. Determined the necessity of controlled expenses and reduced expenses by 25%. Increased company revenue by more than 30% by defining pricing models.

Introduced a practice to amplify awareness during month-end, quarter-end and biweekly payroll processing; increased customer satisfaction and decreased reported issues.

Nastasi & Associates Construction, Hauppauge, NY

*Coordinated the ongoing project management needs for a commercial construction firm with \$10M in annual revenue and 40 staff.*

### **ASSISTANT PROJECT MANAGER** (2008 to 2012)

Collaborated with project managers to review plans and contracts, coordinate schedules, choose vendors, and manage subcontractors. Handled accounts payable and accounts receivable; scheduled jobs, and supporting field personnel. Synchronized design meetings and decision-making across two internal departments and teams. Verified build drawings and construction process advancement on multiple build phases.

- Implemented quality systems to streamline accurate date processes by 10% and speed up production time by 10%.

## **Education & Credentials**

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Master of Business Administration (MBA) - (4.0 GPA)

*Walden University, Minneapolis, MN*

Bachelor of Arts in Healthcare Management - (3.8 GPA)

*Berkeley College, Manhattan, NY*

### Professional Development

- Master's Certificate in Advanced Project Management - (3.8 GPA), Walden University
- Master's Certificate in Nonprofit Management - (4.0 GPA), Walden University
- Six Sigma White Belt (2016)

### Technical Skills

- MS Office (Word, Excel, PowerPoint, Outlook); MS Project
- Advanced Excel including V-LOOKUPS; Pivot tables; and SUMIFs