

Operations Management

Highly accomplished and results-driven professional with extensive experience in directing operations, streamlining processes, maximizing efficiency, and driving business growth in diverse industries.

Expert at formulating and implementing strategic plans that drive business success and operational improvements. Expertise in optimizing operations to ensure maximum efficiency and productivity. Skilled in budgeting, forecasting, and financial reporting, with focus on cost reduction and profitability enhancement. Visionary leader with track record of leading and mentoring diverse teams to achieve operational goals and improve performance. Well-versed in managing inventory processes to ensure product quality and effective cost control. Committed to maintaining high levels of customer satisfaction through excellent service delivery and issue resolution. Excellence in managing projects from inception to completion, ensuring timely and within-budget delivery. History of conducting market research and analysis to identify growth opportunities and develop effective business strategies. Knowledgeable in adhering to regulatory standards and managing risks to ensure safe and compliant operations.

Areas of Expertise

- Operations Management
- Strategic Planning & Execution
- Customer Service & Satisfaction
- Team Leadership & Development
- Inventory Control & Management
- Market Research & Analysis
- Team Leadership & Training
- Risk Assessment & Mitigation
- Cross-Functional Collaboration
- Contract/Project Management
- Operational Excellence
- Regulatory Compliance
- Stakeholder Engagement
- Financial Administration
- Sales Strategy Development

Professional Experience

Cypress Lanes (Ducat Investments LLC) – Winter Haven, FL
General Manager

Feb 2020 – Present

Manage daily operations in the recreation and entertainment industry to ensure smooth functioning across all departments. Maintain proper inventory procedures to ensure product quality and cost control. Recruit, hire, train, and schedule diverse staff teams. Lead customer complaints by resolving issues to ensure guest satisfaction. Monitor guest wait-times and alcohol consumption rates to maintain safe and enjoyable environment. Create innovative programs and events to attract new customers and increase retention. Develop and enforce safety protocols for well-being of employees and customers. Perform various roles including social media coordination, IT / technical consulting, training, shift management, mechanic, snack/kitchen, front desk, and service attendance. Drove revenue growth by identifying and implementing cost-saving measures. Ensure compliance with labor laws and regulations.

Key Contributions:

- Reduced training hours by 45%, leading to substantial cost savings of \$10K.
- Succeeded in implementing training programs across nine different departments.
- Maintained sales to labor ratio at 18% despite with staff of over 60 while serving as general manager.
- Increased revenue by 15% year-over-year (YOY) through strategic management and marketing efforts.
- Minimized turnover and enhanced employee satisfaction by implementing employee retention strategies.
- Elevated customer engagement by developing and executing successful marketing programs for social media.

Edifi Coaching & Consulting – Winter Haven, FL
Operations Manager

July 2019 – February 2020

Maintained smooth operations and efficient resource utilization across multiple businesses in collaboration with department heads. Prepared and presented financial reports to owners and stakeholders. Streamlined integration of new employees by implementing onboarding processes and procedures. Identified and implemented cost-saving measures to improve operational efficiency and profitability. Implemented employee retention strategies to reduce turnover and improve overall employee satisfaction. Analyzed market trends and customer preferences to identify new business opportunities and growth strategies. Conducted competitive analysis to identify growth and expansion opportunities in multiple businesses. Analyzed operational data to identify improvement areas and develop solutions to increase efficiency and reduce costs.

Key Contributions:

- Enhanced the visibility and reach of multiple businesses by developing marketing strategies.
- Played key role in helping businesses cut labor costs through effective management and optimization strategies.
- Improved workforce skills and productivity by building and executing employee training and development programs.
- Managed marketing efforts for various businesses, resulting in improving market presence and customer engagement.
- Contributed to increasing revenue for multiple businesses by demonstrating strong business acumen and strategic planning.

Richard Hanooman

DSM Technology – Winter Haven, FL
Technical Engineer

December 2018 – October 2019

Delivered expert technical support and troubleshooting for clients' IT infrastructure, encompassing hardware, software, and network issues. Ensured strict compliance with industry and government regulations, including CJIS standards, to maintain the security and integrity of clients' data. Developed and maintained knowledge base of frequently asked questions and common issues aimed at creating accessible client documentation. Maintained in-depth understanding of DSM Technology's IT solutions, including ConnectWise, Commvault, Zerto, Azure, Office 365, N-Able, Unitrends, App River, Vrops, and Logic Monitor.

Key Contributions:

- Achieved high Net Promoter Score by reflecting exceptional customer service and successful resolution of technical issues.
- Developed and implemented innovative IT infrastructure solutions for clients by collaborating with cross-functional teams.
- Enhanced security and reduced risk by identifying potential vulnerabilities in IT infrastructure and recommending solutions.
- Optimized system performance and customer satisfaction by identifying/resolving complex network, software, and hardware issues.

United Postal Service – Lakeland, FL
Seasonal Delivery Driver

October 2018 - January 2019

Managed seasonal package delivery to ensure timely and accurate distribution to designated locations. Responsible for sorting packages based on priority to ensure efficient organization and distribution. Conducted training sessions for new drivers. Assisted other drivers and team members in various company operations, promoting teamwork and operational effectiveness.

Key Contributions:

- Enhanced efficiency and reduced delivery times by overseeing and optimizing delivery routes.
- Reduced delivery times down by 20% and enhanced overall efficiency by implementing route management strategies.

Cypress Lanes/Strikers (Ducat Investments LLC) – Winter Haven/Sunrise, FL
Assistant General Manager

March 2013 – October 2018

Led inventory procedures to ensure high-quality products and cost control. Managed recruiting, hiring, training, and scheduling of staff. Maintained positive employee relations through an open-door policy and adherence to operational procedures. Participated in budget development, financial report analysis, and plans to grow revenue and control expenses. Managed center's main change fund and handled center deposits. Addressed customer complaints to ensure guest satisfaction. Recommended disciplinary actions in consultation with ownership. Ensured cleanliness and readiness of Center for guests while monitoring wait-times and alcohol consumption. Complied with all cash management policies and procedures. Performed various roles, including Social Media Coordinator, IT/Technical Consultant, Trainer, Shift Manager, Mechanic, Snack/Kitchen, Front Desk, and Service Attendant.

Key Contributions:

- Built strong customer relationships by soliciting feedback and resolving issues.
- Boosted revenue by 10% year-over-year (YOY) through strategic marketing strategies.
- Led the conversion to digital signage aimed at modernizing the center's presentation and communication.
- Promoted to Shift Manager in 2015 and Assistant General Manager in 2017 by exceptional leadership and operational expertise.
- Enhanced team skills by creating marketing programs for social media and developing training programs for four departments.

Education & Credentials

Bachelor in Business Administration | Polk State College – Winter Haven, FL, August 2012 – June 2016

Diploma with High Honors (Industry Certification) | Haines City High School – Haines City, FL, August 2008 – June 2012