Full Name  
[Street, City, State, Zip] | [Phone] [Email Address]

**MANAGER of** OPERATIONS

### ■ Career Summary

Fifteen years of extensive, executive operations management role in organizations; contributed to firm growth by executing business strategies using strong decision making abilities.

**Areas of impact and contribution include,**

Inventory Management | Risk Management | Project Management  
Change Management | Financial Management | Business Strategy | Leadership Development  
Cross-Functional Team Leadership | Mentoring  
Organizational Effectiveness | Logistics/Warehouse Management  
Managing Employees | Staff Development | Team Building  
Policies | Human Resources | Recruiting | SAP

* Strong background in finance and accounting.
* Knowledge of tax compliances, legislations and regulations.
* HR principles and practices.

**Core Competencies:**

* Excellent people manager – Persuader, influencer, leader, negotiator and delegator.
* Team work – Effectively communicates to delegate responsibilities using interpersonal skills.
* Accuracy and punctuality – Precise with details and facts.

**Objective Statement**– Working in an organization that offers professional development and interesting managerial challenges in the area of business operations management.

### ■ Professional Experience

A&Q International Cortland, NY 2003 – Present  
**Senior Operations Manager**

***Selected Contributions:***

* Played a significant role in long-term strategic plans toward operational excellence – Developed long-range forecasts and maintained long-range financial plans, developed and implemented organizational strategies and policies.
* Interacted daily with the Board of Directors – Managed budget in coordination with Board.
* Supervised and increased effectiveness and efficiency of operational systems and processes/policies to support organization’s mission; specifically, supported management reporting/information.
* Focal point for creating annual budget and monitoring cash flow – Developed and managed annual budgets and program budgets and organized fiscal documents.

***Key Functions:***

* Supervised overall financial system, HR management, IT system and business controls.
* Supervised and coached office managers on a daily basis.
* Prepared monthly activity reports, fulfilled tax related requirements and generated year-end reports.
* Supervised the maintenance of organizational database/archive and administration files.
* Administered employee payroll, benefits and insurance.

### ■ Education

Tepper School of Business at Carnegie Mellon Pittsburgh, PA  2003 – 2006  
MBA, specializations in Operations Management, Finance, Entrepreneurship, and Information Technology.

* Bachelor of Business Administration (Hons) Operations Management
* Professional Courses in administrative management, accounting and bookkeeping.