



## PROFESSIONAL SUMMARY

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Conscientious Manager well-versed in guiding operations and motivating team members. Communicates clear company vision and holds team members accountable to drive results and remove barriers and obstacles. Driven worker utilizing flexible leadership style to foster team member engagement.

## WORK EXPERIENCE

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**Manager, Amentum, Dec 2016 - Current, Brooklyn, NY**

- Created cooperative team environment that promoted high-performance standards and attainment of goals.
- Enforced adherence to operational guidelines, brand standards, and service expectations.
- Completed daily opening, closing and administrative tasks for smooth business operations.
- Resolved escalated issues and identified solutions to avoid repeat problems.
- Shared knowledge and offered guidance to employees and customers.
- Monitored employee productivity to provide suggestions for increased service.
- Used interpersonal skills to confront tough issues and constructively resolve disagreements between employees.
- Assisted with associate orientation, training and competency evaluation.
- Demonstrated effective leadership, collaboration and interpersonal skills to drive teams to successful project completion.
- Educated teams on work priorities while empowering employees to self-organize and make informed decisions.
- Researched and resolved questions and problems affecting customers, providing timely updates.
- Organized and updated training schedules, programs and materials for new employees.
- Coached and mentored employees through technical challenges.
- Led training sessions to enhance team skills and knowledge base.
- Conducted regular performance evaluations to motivate and develop staff.
- Ensured compliance with local, state, and federal regulations in all operations.
- Scheduled shifts and assigned tasks to optimize workforce productivity.
- Resolved conflicts within teams promptly to maintain a positive work environment.
- Cultivated a culture of continuous improvement through leadership by example.
- Managed inventory levels to prevent shortages or excessive surplus.
- Oversaw day-to-day operations and assisted in challenge resolution to reduce potential downtime.
- Performed facility checks to verify cleanliness and client safety.
- Managed employee performance through disciplining, coaching and counseling.
- Led training and onboarding programs to assist new hires with meeting targets.
- Leveraged high emotional intelligence and conflict resolution to defuse conflict and address

employee relations issues.

**IT Inventory Manager, Guardian Life Insurance, Nov 2007 - Oct 2016, Manhattan, NY**

- Generated and verified necessary shipping paperwork, packing lists and bills of lading.
- Supervised warehouse personnel, including performance management and schedule coordination.
- Reduced corporate costs by negotiating favorable [Product or service] pricing.
- Researched inventory discrepancies and adjusted to correct variances.
- Identified obsolete, damaged, or expired inventory, developed obsolescence strategies and implemented corrective actions to dispose of waste.
- Coordinated and maintained consistent cycle count scheduling.
- Performed cycle counts and conducted other physical inventory audits to maintain operational excellence.
- Coordinated and led inventory audits to maintain accuracy and availability.
- Defined and implemented inventory and materials management systems.
- Drafted inventory reports to reconcile counts and project purchasing needs.
- Maintained solid rapport with vendors to facilitate timely inventory replenishment.
- Isolated systemic inventory problems, determined associated root causes and implemented sustainable corrective actions that decreased shrinkage.
- Conducted regular safety audits, reducing workplace accidents significantly over time.
- Coordinated with vendors to negotiate contracts and reduce shipping costs.
- Managed warehouse organization to optimize space utilization and streamline distribution processes.
- Verified carrier compliance with company policies or procedures for product transit and delivery.

**Assistant Office Manager, The Millenium Group, Apr 2003 - Nov 2007, Brooklyn, NY**

- Assisted in the recruitment process by interviewing candidates for administrative positions.
- Coordinated office maintenance and repairs to ensure a safe and clean working environment.
- Managed office supply inventory, keeping track of needs and ordering supplies to avoid shortages.
- Liaised with other supervisors to coordinate inter-departmental projects or initiatives.
- Developed and maintained filing systems to ensure quick retrieval of documents.
- Handled customer inquiries and complaints, ensuring satisfaction with services provided.
- Operated hand and electric lift trucks to transport containers.
- Wrapped and weighed completed skids for loading.
- Completed skid tags, load tags, and other paperwork for mail handling.
- Maintained records and reports documenting incoming and outgoing packages.
- Calculated carrier rates, preparing outgoing mail for transport.
- Liaised between team members and upper management to advocate for needs and resources.
- Documented daily work metrics and reported findings at weekly staff meetings.
- Followed established company policies and enforced regulations to maintain compliance.

## EDUCATION

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## SKILLS

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- Talent acquisition
- Staff training
- Problem-solving
- Multitasking Abilities
- Customer service
- Communication skills
- Customer relationship management
- Task delegation
- Performance evaluation
- Negotiation and conflict resolution
- Vendor management
- Conflict resolution
- Teamwork and collaboration
- Operations management
- Scheduling and coordinating
- Schedule management
- Customer relations
- Professional and courteous
- Effective communication
- Recruitment and hiring
- Cross-functional team leadership
- Shift scheduling
- Excellent communication
- Staff development
- Employee training
- Supply chain management
- Project planning
- Team leadership
- Risk management
- Technical proficiency
- Adaptability
- Staff management
- Verbal and written communication
- Problem-solving abilities
- Training and development
- Interpersonal communication
- Administration and reporting
- Organizational skills
- Onboarding and orientation
- Computer skills
- Time management abilities
- Hiring and training
- Process improvement
- Continuous improvement
- MS office
- Managing operations and efficiency
- Team development
- Attention to detail
- Teamwork