

NAME

TITLE

000-000-0000 / EMAIL / CITY, STATE, ZIP

Profile

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Experience

Operations Manager - Pros & Co Cleaners / Location

2017 to present

- Identifying opportunities and establishing timelines for opening twelve new franchise locations
- Negotiating contracts with supplies, equipment, and IT suppliers for each new location.
- Establishing monthly and annual budgets as well as financial projections for new franchise locations
- Developing and updating internal policies to create consistent processes across locations
- Tracked and reported financial results for multiple branches

Operations Manager - MediGroup Insurance / Location

2011 to 2017

- Maintained coverage and eligibility records for policyholders
- Established performance standards for claims processing sales, customer support, and more
- Coordinated the sales, underwriting, and risk management processes to align with company goals
- Designed internal processes to establish best practices regarding information sharing and disclosure
- Oversaw communication with prospects and policyholders

Project Experience

- Identified opportunities and supervised the opening of twelve new franchise locations for Pros & Co Cleaners for five years. Besides tripling its staff, Pros & Co Cleaners increased its revenues by 125% and gained an additional 35% of market shares for the Tri-City Area.
- Planned for the creation of a new internal marketing and IT team in charge of creating a website and managing digital projects for Pros & Co Cleaners. Oversaw the hiring process, set goals for the team, and designed an online booking system. The website and online booking system boosted sales by 42%.
- Managed a relocation for MediGroup Insurance in 2013. Negotiated with moving companies, developed processes designed to minimize disruption, and personally oversaw the safe transport of 25,000 records with personal information. The move took four days and cost 13% less than the project budget.

Education

MBA in Management - Pace University

2005 to 2007

- GPA: 3.9

BS in Business Administration - NYU Stern

2001 to 2004

- GPA: 3.8

Skills

Expertise

- Strong analytical skills
- Excellent communication and people skills
- Hands-on approach to leadership
- Lean thinking
- Budgeting and financial skills

Licenses & Accreditations

Licenses Licenses & Accreditations

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