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LOGISTICS | OPERATIONS MANAGER | SALES MANAGER

Senior Operational Leader and military veteran offering over 14 + years of professional experience comprehensively managing organization operations and delivering organizations goals to meet customer commitments and exceed expectations. Dynamic skills responsible for the production and execution of strategic logistic operations, sales force, human resources, planning, building master scheduling and ability to track analyze data large scale projects and process that often-included ambiguity and complex hurdles in a fast-paced dynamic environment. Career supported by a Bachelor of Science in Criminal Justice. Bilingual Spanish (Read & Write).

- Project Management
- Leadership & Team Building
- Green Belt Lean Six Sigma
- Operations Management
- Logistics Management
- Process Improvement
- Strategic Planning
- Communication
- Training & Development

The Bridge Event Center – SC **2017 – 2019**
Regional Sales Operations Manager
Cross-functional partner, consensus builder sales leader in driving transformation and spearheading program activities; reputation for establishing cultures of excellence and inspiring diversified groups.

- Sales manager in operations designated in the production of managing projects while delivery all projects under time selling out event for 3000 capacity venue
- Liaison with clients through effective relationships identifying their needs and to ensure customer satisfaction was met accomplishing 5-star rating during rating period of two years
- Conducted marketing campaigns throughout southeast and research with the focus in sales providing contracts for an average of 35 yearly events bringing a revenue of $850K in tickets sales
- Provided P&L and assessed all KPIs periodic reports to stakeholders saving the organization annually over 150K of unnecessary overhead and cost
- Propose ideas to improve processes using logistics data analyzing resulting saving cost by 120K semi-annually
- Organize facilities and manage all event's details such as staff, logistics, transportation, venue, equipment and marketing
- Identified opportunities for improving experience and scheduling efficiency by consulting client on business expectations during weekly visits
- Ensure compliance with insurance, legal, health and safety obligations during before, during and after events
- Monitor, analyze and conduct all coordination for media and PR KPIs
- Build and established expansion of new cities building marketing and PR to promote and publicize new events through the proper channels. Radio, TV, Events selling out over 12 events
- Managed contacts through Sales force, which is used to conduct assessments, track pertinent information, send emails, save personal branding documents and create a comprehensive candidate profile
- Conduct pre - and post - event evaluations and report on outcomes leading team and staff to learn from lessons learned from each event
- Hire, train and manage team of 45 personnel maintaining inventory and 3 Supervisors
- Research market, identify event opportunities and generate interest within the community by building relationships and hosting over 2 community events semi-annually

AMAZON – SC **2016 – 2017**
Logistics Area Manager
Lead multi-functional teams average of 100 employees per shift during the regular season, not including 276 during peak (holiday) Amazon season. Responsible for providing customer experience, safety environment, and forecast productivity in the largest department of Amazon Fulfillment Center. Strong logistics in supply chain support and project management with the ability to forecast and determined productivity requirements.

- Pack Area Manager of Outbound Pack Breaking single shift record of 74,866 in volume
- Planned, Coordinated and Executed action plan for employee's recognition program for years of services in

Amazon. Recognizing over 65 personnel in the first week in front of all senior management

- Contributed to the plan development and execution accomplishing Shipping Record for Amazon in a non-sort fulfillment center in a week of 778,228 units
- Maintain and assessed metrics and KPIs successfully meeting shift expectation daily in volume and staff
- Project Manager for Emergency Kit Project with the focused on logistics cost saving, efficiency, and providing cross-functional training to employees improving the Organizations rates. Increasing capacity by 2400 per shift in throughput of an average rate of 50 with eight personnel
- Effectively manage and maintain talent database providing guidance to team on retaining and developing effective coaching cross training over 220 personnel

United States Army – Various Locations **2000 – 2015**
Senior Operations Medical Logistics Manager
Led the development, training, and management of a 33-employee medical team responsible for supporting an Infantry organization through medical readiness, suicide prevention management and logistics medical support for global operations.

- Safety Manager, planned, forecasted and strategically analyzed data for four organization's projects related to medical readiness, recruiting, training, and resourcing for the direct medical care of 695 Soldiers implementing and improving organization vision resulting 100% deployable personnel
- Developed SOPs, Planned and coordinated multiple professional training events, providing all medical logistics, personnel and over 20x Military First Aid Courses that successfully trained over 400 Soldiers in basic First Aid with a 100% success rate
- Responsible for the maintenance and accountability of 10x Combat Medical Evacuation Vehicles and Equipment valued at over $9.4M dollars with zero losses with experience inspecting cargos while shipping equipment to the USA from Kuwait
- Strategically coordinated occupational health management and prepared logistical plan for medical support in response to Hurricane Sandy with good time management; planned the deployment of over 200 personnel to the disaster area with strict budgetary and time restraints of less than 36 hours
- Global cultural experienced resourced planner with ability to stay calm under stressful environment meeting organizations goals establishing fours medical facilities in a combat environment Baqubah, Iraq

EDUCATION

Bachelor of Science in Criminal Justice | Fayetteville State University | NC

TRAINING | CERTIFICATIONS

OSHA Certify Health and Safety Manager
US Army Captains Career Course (Advanced Leadership Management Course)
Green & White Belt Lean Six Sigma Certification
Project Management Training (PMI)

TECHNICAL SKILLS | CERTIFICATIONS

Software: Microsoft Office, Access, Word, Excel, PowerPoint, OneNote, Outlook, Project, SharePoint
Microsoft Windows
Operating Systems: Mac / Microsoft Windows