# **OLIVIA SMITH**

# **District Operations Manager**

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#### PROFESSIONAL SUMMARY

Dynamic District Operations Manager with 7 years of experience driving operational excellence and enhancing team performance. Proven expertise in optimizing processes, managing budgets, and leading cross-functional teams to achieve strategic goals. Adept at fostering strong client relationships and implementing innovative solutions to boost efficiency and profitability in diverse environments.

#### **WORK EXPERIENCE**

# District Operations Manager

Apr/2020-Ongoing

Pineapple Enterprises

📮 Santa Monica, CA

- 1. Managed field operations and oversaw the deployment of production equipment, ensuring optimal performance and compliance.
- 2. Led a team of field personnel, providing training and support to enhance operational efficiency.
- 3. Conducted financial analysis and reporting for commission filings, ensuring accuracy and timeliness.
- 4. Implemented quality control measures, improving service delivery and client satisfaction.
- 5. Advanced from field service trainee to management through demonstrated leadership and operational success.
- 6. Collaborated with engineering teams to develop innovative solutions for field testing and analysis.
- 7. Recognized as a key contributor to management initiatives aimed at improving operational performance.

#### District Operations Manager

Summit Peak Industries

Denver, CO

- 1. Developed and supervised a team of 4 Route Sales Representatives, enhancing sales performance and customer engagement.
- 2. Managed financial accountability with an annual revenue exceeding \$2 million, ensuring budget adherence and resource allocation.
- 3. Improved district customer retention from 84.5% to 94.6% over 19 months through effective relationship management.
- 4. Increased base business growth from 2.5% to 9.9% within the same period, demonstrating market expansion capabilities.
- 5. Enhanced route sales averages significantly, reflecting strong operational and sales strategies.
- 6. Championed the Aramark Safety Initiative, developing training resources to minimize workplace injuries.

### **EDUCATION**

## Bachelor of Business Administration

m Apr/2016-Apr/2018

University of Texas

Seattle, WA

Focused on operations management and strategic business practices.

#### **SKILLS**

Employee Development Team Leadership Budget Management Process Improvement

#### **ACHIEVEMENTS**

Achieved a 15% reduction in operational costs through strategic process improvements.

📤 Increased team productivity by 25% by implementing targeted training programs.

A Boosted customer satisfaction scores from 85% to 92% within one year.