



SOPHIA BROWN

Field Operations Manager

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PROFESSIONAL SUMMARY

Strategic Field Operations Manager with 10 years of comprehensive experience in optimizing field operations and enhancing team performance. Skilled in managing complex logistics and compliance initiatives while driving operational efficiency. Committed to fostering a culture of safety and excellence, leveraging innovative solutions to meet organizational goals.

WORK EXPERIENCE

Field Operations Manager Feb / 2018-Ongoing
Quantum Solutions LLC Phoenix, AZ

1. Collaborated with the Director of Field Operations to enhance the efficiency of Pilot Freight stations nationwide.
2. Ensured compliance with company, transportation, and OSHA regulations across all operations.
3. Conducted monthly site visits to support daily operations and oversee holiday distribution logistics for major clients.
4. Managed employee training and certification programs to ensure safe and efficient freight handling.
5. Oversaw the creation of Master Air Waybills (MAWBs) and coordinated shipments with carriers and freight forwarders.
6. Performed comprehensive rate analysis for shipments to optimize cost efficiency.
7. Developed and implemented innovative strategies to improve operational workflows across multiple stations.

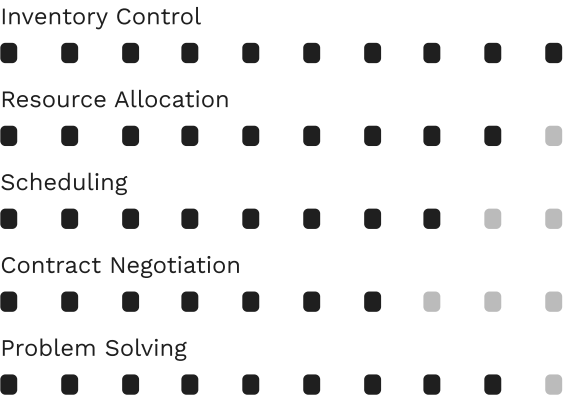
Field Operations Manager Feb / 2015-Feb / 2018
Lakeside Apparel Co Chicago, IL

1. Facilitated training programs to enhance employee skills and ensure quality service delivery.
2. Coached team members on customer service best practices to improve client interactions.
3. Provided training on evolving processes and technologies to lottery technicians.
4. Conducted inspections of equipment to ensure compliance with safety and quality standards.
5. Managed maintenance schedules for fleet vehicles to ensure operational readiness.
6. Monitored time-card accuracy to maintain payroll integrity.

EDUCATION

Bachelor of Science in Business Administration Feb / 2012 - Feb / 2015
University of California Denver, CO
Focused on operations management and logistics.

SKILLS



INTERESTS

- 🎧 Podcasts 🌐 Language Learning
🎵 Dancing 🚴 Cycling

STRENGTHS

- 🔮 Intuition 🧑 Leadership
🎧 Listening 🧑 Mentorship

LANGUAGES



ACHIEVEMENTS

- 🌟 Improved operational efficiency by 25% through process optimization and staff training.
- 🌟 Successfully managed logistics for high-profile holiday distribution projects, achieving 100% on-time delivery.