

Objective

Accomplished restaurant professional with over 20 years of experience executing successful operations, strategies and decreasing turnover. Extensive front and back of house experience with an excellent track record in budgeting and decreasing costs while expanding operations.

Skills

Management Experience.

Work Experience

Area Operations Director

ABC Corporation - October 2012 – July 2015

- Manage the weekend nursing team by coordinating the care of the organizations homebound patient population.
- Prepare reports to regulate appropriate administration of care.
- Monitor the nursing and non-clinical staffs productivity.
- Maintain and meet the patient and personnel satisfaction.
- Collaborate with other hospital staff members, and hospital liaisons to establish and maintain a consistent standard of service and care.
- Organize team meetings to keep all staff members up to date with organizational changes.
- Monitor all staff is compliant with continuation of education requirements.

Operations Director

ABC Corporation - 2007 – 2012

- Responsible for overall operational delivery & strategy on key-client accounts, up to \$25 million in revenue staff management, call center, data processing, communications production, database development, operational reporting, fulfillment, project management, process improvement, service pricing & strategy, customer service and budget management.
- Supervised up to four Operations Managers with overall teams of 20 - 40 employees.
- Designed and implemented a new organizational structure for Service Operations resulting in a 44% reduction in processing time, a 20% increase in employee utilization and a \$5 million cost savings over a 2 year period.
- Developed and implemented client specific service operational business plans annually.
- Developed, presented and sold operational product services resulting in a 25% increase in sold business.
- Created and implemented a new pricing strategy resulting in a 25% increase in profitability.
- Successfully partnered with Information Technology to develop and deliver a \$6 million consumer database product within a 24-month timeline..

Education

Bachelors of Science in Nursing - (Western Governors University)