



# MASON WILSON

Operations Program Manager

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## PROFESSIONAL SUMMARY

Operations Program Manager with 2 years of experience in optimizing project workflows and enhancing operational efficiencies. Expertise in program management, process improvement, and cross-functional collaboration. Committed to delivering projects that align with strategic objectives and drive measurable results for the organization.

## WORK EXPERIENCE

**Operations Program Manager** Mar / 2024-Ongoing  
**WidgetWorks Inc.** Denver, CO

- 1. Directed multi-disciplinary units in Budget Resource Management to enhance operational efficiency.
- 2. Conducted vendor contract quality assurance for over 200 business partners, supporting 5,000 consumers, including youth and veterans.
- 3. Led career outreach initiatives that resulted in a 50% improvement in employment outcomes through partnerships.
- 4. Organized the first internal disability career job fair, attracting over 25 community employers.
- 5. Performed business strategy analysis and workforce planning for three operational units.
- 6. Developed standard operating procedures to define employee roles and responsibilities effectively.
- 7. Managed the Randolph Sheppard Blind Vending Program, overseeing food retail space and capital assets.

**Operations Program Manager** Mar / 2023-Mar / 2024  
**Silver Lake Enterprises** Seattle, WA

- 1. Provided technical assistance to vendors, improving operational efficiency by 25%.
- 2. Managed building permits, occupancy certificates, and compliance for structural renovations.
- 3. Oversaw diagnostic systems management for fleet customers, ensuring optimal performance.
- 4. Addressed and resolved customer service issues, enhancing satisfaction for fleet clients.
- 5. Recommended and implemented customized configurations for client fleets.
- 6. Assessed and deployed software updates tailored to customer needs.

## EDUCATION

**Bachelor of Science in Business Administration** Mar / 2022 - Mar / 2023  
**University of California** Denver, CO

Focused on operations management and project management principles.

## SKILLS



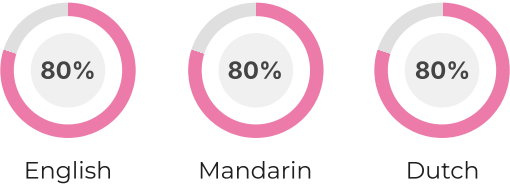
## INTERESTS

- Podcasts
- Language Learning
- Dancing
- Cycling

## STRENGTHS



## LANGUAGES



## ACHIEVEMENTS

- Increased project delivery efficiency by 30% through streamlined processes and improved team coordination.
- Developed and implemented a new project tracking system, reducing project delays by 20%.