

Objective

17+ years of experience as an Operations Specialist. Successful and driven solutions-oriented professional with areas of expertise in account management, food safety, OSHA compliance, training, and sales seeking new opportunities to grow professionally and contribute to the overall profitability of a company.

Skills

Customer Service, Microsoft Office, Interpersonal, Computer, Communication, Documentation, Filing, General Office, Fast Learner, Leadership, Problem Solving, and Training.

Work Experience

Operations Specialist III

ABC Corporation - August 2006 – Present

- Currently managing a territory that includes Western Montana, Idaho, and eastern Washington to the greater Seattle area.
- Recommending solutions to customers through proper procedures, product applications, and process improvement.
- Servicing hotels, hospitals, airline food vendors, retail and food establishments regarding their laundry, dietary, housekeeping products and infection control.
- Providing support to sales executives with complete site surveys for the installation of new healthcare, dietary, and laundry accounts.
- Currently, maintaining a fleet vehicle, manage a corporate expense account, and successfully prioritize and manage all customer needs that arise on a daily basis.
- Established relationships with all Diversey care accounts and distributors within assigned territory.
- Performing quality assurance assessments and consult on food safety solutions, sanitation, and compliance.

Restaurant Manager

ABC Corporation - June 2002 – July 2006

- Performed all marketing functions initiating contact with local chambers of commerce, schools, and businesses in the area.
- Duties include recruiting, interviewing, placing and training all new staff, including training of new management.
- Other duties include writing staff schedules, placing all food and beverage orders, weekly inventory and maintaining weekly financial statements.
- Relocated several times to accommodate management needs successfully lead staff to win several sales awards and exceed business goals.
- Responsible for hiring and on-boarding process that included but not limited to interviewing and training of staff.
- The motivated staff through acknowledgment of hard work, achievements and instilling accountability while leading by example.
- Provided coaching and counseling for staff as needed which developed an efficient and respectful team.

Education

Bachelor Of Science in Management information Systems - (University Of Tampa - Tampa, FL)Business - (Sykes College Of Business, University Of Tampa)Accounting And Paralegal - (National American University)