



Highly motivated and results-driven professional with 20+ years of combined professional experience in leadership and operational management roles within fast-paced, dynamic environments.

Reputable track record in leading and developing teams to deliver customer-focused service that exceeds performance expectation by setting clear and measurable objectives. Highly skilled in driving sales by delivering effective training and coaching to boost team performance and productivity. Expert in analyzing market trends to create targeted strategies that maximize profitability while meeting deadlines and remaining within budget. Equipped to streamline operational processes across multiple locations by leveraging strong business acumen and leadership abilities. Compelling communicator possessing excellent interpersonal skills to engage with customers, personnel, and senior management to resolve problems timely and professionally.

Areas of Expertise

- Multi-Unit Management
- Strategic Planning
- Training & Development
- Schedule Creation/Management
- Project/Operations Management
- Buying & Procurement Strategies
- Team Development
- Microsoft Office Suite
- Performance Management
- Budget Management
- Inventory/Quality Control
- Sales & Marketing

Career Experience

Retail Operations Manager, Rowley's Red Barn – St George, UT

2023 – Present

- Collaborate with ownership in the development and execution of retail strategies policies and procedures as well as developing inventory strategies to help reduce expenditures and increase profits.
- Manage budgeting and financial forecasting for retail operations while assisting with oversight design and construction of new retail store.
- Oversee day-to-day operations of retail establishment, managing all operations while developing and implementing operational strategies to improve efficiencies and reduce operational costs.
- Conduct regular inventory assessments, analyze sales data, and implement replenishment strategies to reduce out of stocks and streamline logistics.
- Create and implement visual merchandising strategies for the company that enhance customer experience and increase average transactions.
- Collaborate with vendors and local suppliers to optimize inventory levels and leverage buying power to secure better pricing and improve delivery lead times.

Operations Manager, Crystal Tones – Murray, UT

2021 – 2023

- Manage all day-to-day operations for company including but not limited to Manufacturing, Customer Service, Sales, Logistics, accounting, and business management.
- Coordinating with ownership to create long-term planning initiatives that further the company's overall goals and growth plan, coordinating with different teams to achieve a smoother workflow and a more efficient operation, Assessing and analyzing company budgets to find ways to minimize expenses and optimize profits.
 - Oversight of all manufacturing. Creation of new SOPs for plant to improve profitability and productivity. Implementation of standardized KPI's to monitor and enhance the manufacturing divisions overall performance.
 - Motivating employees to perform at their best through positive encouragement and a better company culture, identifying potential problems and working to find solutions in order to maximize efficiency and revenue, identifying opportunities to expand or shift course in order to take advantage of changes in the market.
 - Eliminated significant operational losses due to lack of oversight and processes.
 - Streamlined production and logistics through strategic planning and implementation of coordinated processes.
 - Increased company profitability through identification of poor purchasing practices and improper use of company assets.

- Manage daily operations of multiple departments within grocery store while providing strategic and operational management support during absence of Store Director. Partner with Store Director to enforce store policies, security measures, and customer service standards.
- Analyze sales reports, monitor staff performance, manage inventory, and assist with hiring and training employees. Evaluate product storage and rotation activities by forecasting and managing all purchase orders to reduce spoilages and damages. Monitor daily activities of staff members, manage store budget, and evaluate staff performance while proactively assisting with management of marketing plans.
- Continuously achieved store targets by nurturing relationships with employees, vendors, and senior management.
- Coached, counseled, and trained all assistant managers and department leads.

Administrator, Hawaii Correctional Industries – Honolulu, HI

2017 – 2019

- Effective collaboration with Hawaii's Department of Public Safety and individual Correctional Facilities to achieve a common goal. Integrate the needs of the Facilities and Correctional Industries to achieve operational objectives.
- Oversight of all staff and operations for Correctional Industries in the state of Hawaii. This includes correctional facilities, the field, business office, Sales and Marketing. Determine staffing needs including both hiring, training and discipline to achieve the short and long range business plans for Correctional Industries.
- Oversight of all financial obligations which may include but are not limited to P&L, Budgeting, Strategic planning, Segmented marketing plans dictated by state laws and statutes to develop short and long range business plans.
- Identifying operational flaws and inefficiencies in order to make sure that the proper resources are in place for the success of the operation.
- Develop partnerships with stakeholders that may include any state agency, legislators, nonprofits, private partners, community programs, reentry facilitators or any type of program that can help reduce our recidivism rates through certificate based training programs.
- Monitor and implement all security protocols mandated by the Department of Corrections.

Operations Manager, Hawaii Correctional Industries – Honolulu, HI

2015 – 2017

Directed daily operational activities of all Manufacturing and service divisions by managing, reviewing, and optimizing operational processes and strategies. Coordinated daily workflow for central region and collaborated with key decisions makers to achieve operational objectives. Reviewed, updated, and maintained financial data while leveraging business acumen and finance skills to unlock cost-saving initiatives. Analyzed and improved organizational processes while safeguarding quality, productivity, and efficiency. Monitored internal/external procedures and implemented changes to solve business requirements.

Additional Experience

Regional Manager, Cost Plus World Market – AZ, NM, NV, UT

- Promoted through roles with increasing scope from Store Manager to Regional Buyer.
- Successfully managed four different locations and opened multiple stores as Regional Manager.
- As Regional Buyer, oversaw 20 stores across four states, generating over \$20M in sales.
- Successfully managed purchasing of local and national programs across all four states with annual regional sales volume of \$20M+.
- Identified local opportunities through market segmentation and created advertising targeting specific needs.
- Hired, trained, and created profitable environments.
- Created and implemented standardized programs for store and regional level training.
- Trained and promoted five different Assistant Managers to General Managers.
- Turned around two underperforming stores within nine months to become profitable and contributing locations. Awarded region with lowest employee turnover for two consecutive years.

KEY SKILLS

Soft and Hard Skills

- All Microsoft Office programming and related programs
- Bookkeeping
- Schedule Management
- Mandarin Chinese fluency
- CPR and Self Defense Trained
- Communication
- Ability to work under pressure
- Time Management
- Conflict Resolution

Education and Certificates

- National Institute of Corrections Executive Leadership Training
 - Marketing for Correctional Industries CI Directors
 - Financial self-sufficiency for Correctional Industries CI Directors
 - Developing Staff Workforce Competencies for CI Directors
 - Balancing Internal Environments for CI Directors
- National Institute of Corrections Offender Employment Retention Practices Training
- National Correctional Industries Training
 - Building financial Intelligence
 - Developing quality post-release employment and retention services
 - Shaping CI organizational culture
 - PIE strategies. How to make them work for you
- Arizona Department of Corrections Basic Training
- Hawaii Department of Public Safety CFT Training
- Cost Plus Executive Leadership and Management Training (960 hours of total training over 12 years)
 - Leading with Emotional Intelligence
 - How to communicate up and down the entire chain
 - How to inspire change and influence results
 - Operations Management – Understanding your operation
 - Conflict Management
 - Building your bench through coaching and training
 - Profitability – Your role in controlling expenses
- Dale Carnegie – Effective Communication Training
- Steven R Covey – 7 Habits of Highly Effective People
- West Side High School Graduate
- Six sigma white belt
- Eagle Scout