

# OPERATIONS MANAGER

Enthusiastic and strategic leader with expertise in the management of projects, programs, inventory, and supply chain to optimize an organization's operational efficiency and maximize profitability

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Offering a diverse background combining operational, technical, and managerial expertise coupled with a consistent record of success in a breadth of environments. Superior leadership skills, honed during high-stress situations with life-or-death consequences.

Confident in leading culturally diverse teams and interacting with geographically disbursed clients. Proven record of optimizing work environments to generate high levels of employee engagement and productivity.

Disciplined in following established procedures and equally effective at quickly adapting to fluid situations where no procedures are in place.

## Professional Experience

ABC Trading Corporation 2012-Present  
*The nation's leading scrap metal recycler and broker, with \$2B in sales and more than 1,000 employees.*

**FACILITY MANAGER**, Gulfport, MS (2013-Present)

Tapped to address pervasive personnel issues, improve plant conditions, enhance commodity-buying practices, and implement effective administrative policies in an effort to reverse a year of financial loss. Manage a facility that processes and ships 1,300 tons of scrap metal monthly—including safety and environmental regulatory compliance, preventive maintenance, staff selection and training, and material processing/shipment.

- ▶ **Increased production 12% and revenue 17%** after just eight months by driving employee accountability, repairing equipment, implementing policy changes, and managing inventory levels—all while improving plant safety and environmental compliance.
- ▶ **Enhanced facility and warehouse layout** to increase efficiency and improve customer flow.
- ▶ **Instituted regular maintenance program** including establishing service agreements with local vendors.

**MANAGEMENT TRAINEE**, Hattiesburg, MS (2012-2013)

Managed environmental compliance program at Hattiesburg, MS plant including storm water and above-ground tank inspections. Coordinated and dispatched material pickup and delivery. Trained new employees on scale operating programs, dispatching procedures, and tracking.

- ▶ Played a key role in improving facility's environmental compliance from **75% to 95%**.
- ▶ **Improved efficiency and tracking** of truck fleet by creating a sophisticated spreadsheet that optimized each driver's workday, minimized overtime, and maximized truck fleet.

United States Marine Corps 2003-2011

**COMPANY COMMANDER/EXECUTIVE OFFICER/SERIES COMMANDER**, Marine Recruit Depot, Parris Island, SC (2009-2011)

Served as career manager and direct supervisor for 24 drill instructors and three officers; managed and supervised every aspect of daily training of 300 Marine recruits during a 12-week basic training cycle. Analyzed training metrics and benchmarks to improve efficiency and effectiveness.

**USMC, Company Commander/Executive Officer/Series Commander, *continued***

- ▶ **Developed organization's best unit** as evidenced by breaking records in drills and physical fitness—a direct result of opening lines of communication and creating an engaging work environment.
- ▶ **Graduated more than 93%** of recruits at the end of the 12-week cycle, exceeding Marine average.
- ▶ **Delivered more than 12 hours** of classroom instruction during each cycle on a breadth of topics including financial planning, leadership, ethics, personal safety, and core values.

**CONSULTANT/TRAINER, Afghanistan National Army Embedded Training Team, Kapisa Province, Afghanistan (2008-2009)**

Consulted with officers of a 200-soldier Afghan military unit on operational planning and execution of combat missions, focusing on tactical, logistical, and safety considerations. Directly supervised eight.

- ▶ **Improved efficiency and effectiveness** in Afghan Army and its ability to coordinate with NATO forces by implementing daily meetings to plan joint missions between Afghan, French, and American armies.
- ▶ **Increased Afghani people's confidence** in the Afghan Army by assisting residents of a formerly inaccessible geographic area due to insurgency.
- ▶ Awarded **Bronze Star Medal** for meritorious achievement in combat operations; each team member was formally awarded US, French, and/or Afghan military awards.

**AIRFRAMES DIVISION OFFICER IN CHARGE, Marine Medium Helicopter Squadron, Okinawa, Japan (2008)**

Managed a 20-member maintenance team in charge of hydraulics, airframe, flight equipment, and corrosion control of a 12-aircraft squadron.

- ▶ **Completed Functional Check Pilot syllabus**, mastering necessary training to ensure safety and effectiveness of military helicopters operating in combat situations.
- ▶ **Completed Section Leader flight syllabus**, a prerequisite for leading flights of two aircraft conducting wide-ranging missions including VIP operations and combat resupply.
- ▶ **Spearheaded embarkation and 2,000-mile transport** of a 20-person department with maintenance equipment on US Naval ships for a month-long training exercise.
- ▶ **Selected to train fellow pilots** on Functional Check Pilot syllabi through both formal and informal instructional methods (only top 20% of pilots are selected for this additional responsibility).

**FLIGHT EQUIPMENT OFFICER IN CHARGE, Marine Medium Helicopter Squadron, Okinawa, Japan (2007)**

Led a four-person department in maintaining survival gear for 12 aircraft.

- ▶ **Completed Helicopter Aircraft Commander syllabus** to qualify to command helicopter aircrews, which requires the ability to analyze intelligence and plan missions that are carried out over a range of topographies in a variety of weather conditions.
- ▶ **Selected as an Air Officer in Bangladesh** in support of Operation Sea Angel II, directing 60 missions over a six-day period including coordinating logistical support with Bangladeshi Military to deliver 640,000 lbs. of relief aid, food, and supplies to victims of Cyclone Sidr.
- ▶ Awarded a **Humanitarian Service Medal** and a **Naval Achievement Medal**.

**ADMINISTRATIVE OFFICER FOR HUMAN RESOURCES, Marine Medium Helicopter Squadron, Okinawa, Japan (2006-2007)**

Supported officers of human resources, legal affairs, family readiness, education, and postal services. Aided Marines in completing educational assistance forms and maintained squadron postal service.

- ▶ **Overhauled Family Readiness Program** to better serve families during deployments.
- ▶ Flew 341 hours in **226 direct combat missions** in support of operations in Iraq.

**STUDENT NAVAL AVIATOR, United States Naval Flight School, Pensacola/Milton, FL (2004-2005)**

Achieved commercial and instrument flight qualifications.

- ▶ Graduated in **top 10%** of class; placed on the "**Commodore's List**" in recognition.

**Education**

Angelo State University, San Angelo, TX — **BACHELOR OF SCIENCE (B.S.), ANIMAL SCIENCE**