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# GENERAL AND OPERATIONS MANAGER RESUME

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## Summary:

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A manager who is adept in performing administrative and supervisory work of considerable difficulty especially at tasks involving management of facilities, programs and activities; has a good attitude, key in effectively handling people and motivating staff to deliver and meet company's objectives; has a good grasp of the business direction of the company and initiates strategies on how to get there; has good people skills which is utilized in maintaining existing customer base through release of loyalty initiatives; gains more prospects as source of sales profitability; is familiar with the internal and external company operations; has knowledge in finance, sales, marketing, technical support and customer service; has a balanced view of people and company — promoting company objectives while uplifting employee standards

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## Professional Experience:

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Operations Manager January 2007 – Present  
Service Corporation International, Albany, NY

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## Responsibilities:

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- Monitored services, handled fleet management and inventory management applications
- Handled operations and employees; rolled out initiatives in various departments as well as other satellite offices
- Supervised daily operational activities, operations performance and recommended budget investments and control
- Established customer relationships
- Drove integration of services and other agencies involved
- Identified needs and received direction on real-time staffing requirements and enacted contingency measures as needed
- Escalated and directed activities during systems problems, disasters, and identified potential problems and probable solutions

Senior Operations Manager – Borders May 2004 – December 2006  
Westfield Corporation, Albany, NY

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## Responsibilities:

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- Maintained broad assessment of trends, sentiments, politics, challenges, concerns and opportunities to determine product's market share
- Produced quality work and monitored team reports, analysis and output used for management decisions
- Compiled, selected and edited analysts' inputs, analysis and reports
- Oversaw and track the delegation of various regular and irregular reports
- Liaised and coordinated with other team leads and agencies involved in open source intelligence events
- Recruited and trained new analysts, evaluated staff member performance and set individual and team performance objectives

Clerk February 1999 – May 2004  
Frontier Corporation, Albany, NY

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## Responsibilities:

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Senior Operations Manager – Borders May 2004 – December 2006  
Westfield Corporation, Albany, NY

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## Education:

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Masters Degree in Business Administration, University of Iowa, IA, 1999  
Bachelors Degree in Business Administration, Rockefeller University, NY, 1997

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## Skills:

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- Effective public relations and marketing skills
- Planning, organization and work coordination and delegation skills
- Decision-making, project management and operational skills
- Effective working relationships
- Follow written and verbal instructions
- Effectively verbal and in written communication skills

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### **Awards and Affiliations:**

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The Association for Operations Management, Member  
Institute of Operations Management, Member

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