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4537 N O Connor Road Apt 1226. 6410, Irving, TX 75062 • Cell: +1(469) 427-0221 • staffmc84@gmail.com

**Professional Summary**

I am a dedicated Operations Manager with a long experience in Manager and customer service.  
In my previous, I have excelled in cutting costs and streamlining operations. I have an  
international sales experience in the Retail field. I am customer-oriented with strong ability to  
communicate effectively with technology, executive, and business audiences. In particular, I have 10  
years of high-quality technical service experience in large corporate environments for internal and  
external clients ranging from executives to end-users. My goal is to provide exceptional customer service,  
extremely talented in making schedules for staff members to ensure smooth warehouse operations.  
Unmatched ability to manage stock control, plan warehouse resources and activities and meet health  
and safety requirements of staff members. Deep insight into handling product storage duties by  
ensuring that designated areas are allocated for different types of items. Well-versed in verifying product  
inventory reports by comparing logs, reports and work orders.

**Skills**

Warehouse and manufacturing operations Excellent time management  
Safety-conscious Fast learner  
DOT regulations Deadline-driven  
Budget management Knowledge of state roads and highways  
HAACP certified Trip planning  
Global logistics Market Intelligence  
Forecasting Social Media Marketing  
Valid B driver\'s license Product Mix  
Supply chain and resource management Value Propositions  
Project management New Product Channels

**Education**

INFORMATION TECHNOLOGY DEGREE: INFORMATION TECHNOLOGY, 2008  
LEONARDO DA VINCI INSTITUTE - BERGAMO  
Set up workstations with computers and necessary peripheral devices (routers, printers etc.).  
Check computer hardware (HDD, mouse, keyboards etc.) to ensure functionalities and configure  
appropriate software and functions according to specifications. Develop and maintain local networks in

ways that optimize performance. Ensure security and privacy of networks and computer systems.  
Provide orientation and guidance to users on how to operate new software and computer equipment.  
Organize and schedule upgrades and maintenance without deterring others from completing their work.  
Perform trouble shooting to diagnose and resolve problems (repair or replace parts, debugging etc.).  
Maintain records/logs of repairs and fixes and maintenance schedule. Identify computer or network  
equipment shortages and place orders.

Work History

SALES REPRESENTATIVE, 10/2016 to Current  
UNIEURO SGM GRANDE DISTRUBUZIONE â" MILAN BERGAMO AIRPORT  
Services existing accounts, obtains orders, and establishes new accounts by planning and organizing  
daily work schedule to call on existing or potential sales outlets and other trade factors. Adjusts content  
of sales presentations by studying the type of sales outlet or trade factor. Focuses sales efforts by  
studying existing and potential volume of dealers. Submits orders by referring to price lists and product  
literature. Keeps management informed by submitting activity and results reports, such as daily call  
reports, weekly work plans, and monthly and annual territory analyzes.Monitors competition by  
gathering current marketplace information on pricing, products, new products, delivery schedules,  
merchandizing techniques, etc. Recommends changes in products, service, and policy by evaluating  
results and competitive developments. Resolves customer complaints by investigating problems;  
developing solutions; preparing reports; making recommendations to management. Maintains  
professional and technical knowledge by attending educational workshops; reviewing professional  
publications; establishing personal networks; participating in professional societies. Provides historical  
records by maintaining records on area and customer sales. Contributes to team effort by accomplishing  
related results as needed.

MANAGER, 04/2016 to 09/2016  
TRAVELODGE HOTELS LIMITED – CAMBRIDGE UK  
Delivering a great customer experience at every stage of our customer journey Welcoming our customers  
to the hotel –checking them in and allocating the right rooms Listening to customers, managing any  
requests or issues with genuine warmth and interest. Working together with your colleagues to make sure  
you deliver consistently great service. Learningabout what is happening in your hotel and the local area  
and sharing this with the rest of the team and customers. Keeping my team and customer safe by  
following health and safety procedures, including regular fire and safety walks. Keep my line manager up  
to date with any problems and follow up where necessary. Supporting with cleaning rooms or supporting  
other colleagues where necessary. Follow cash and banking procedures. Pre-empt problems before they  
arise and resolve promptly when they do.

MANAGER, 10/2013 to 03/2016

COMPASS GROUP UK & IRELAND – CAMBRIDGE (UK)  
Support the Store Manager in recruiting, hiring, and training of Team Members, including new hire  
training, orientation, certification, and development. Assist the Store Manager in increasing profit, sales,  
and controlling operating expenses by ensuring upkeep of store and equipment. Help the Store Manager  
with banking and accounting responsibilities. Coach, support, and recognize Team Members by  
providing performance feedback, including disciplinary action when necessary. Foster teamwork to  
achieve results in ongoing promotions, sales building, and accomplishing store goals. Managed call flow  
and responded to technical support needs of customers. Designed print and marketing initiatives for all  
website properties. Maximized user flow in retail section of website, resulting in 100% increase in  
completed purchases. Conceptualized, planned and executed original designs for a wide range of  
website properties. Supervised material flow, storage and global order fulfillment. Drafted budgets,  
monitored warehouse costs and reduced expenses when possible. Conducted store inventories once per  
quarter.

DEPUTY MANAGER, 06/2010 to 09/2013  
OLIO & FARINA – CAMBRIDGE (UK)  
Business activities. Taking responsibility for the stock business performance of the restaurant. Analyzing  
and planning restaurant sales levels and profitability. Organizing marketing activities, such as  
promotional events and discount schemes trough web. Preparing reports at the end of the shift/week,  
including staff control, food control and sales. Creating and executing plans for department sales, profit  
and staff development. Setting budgets and/or agreeing them with senior management. Planning and  
coordinating menus. Coordinating the entire operation of the restaurant during scheduled shifts.  
Managing staff and providing them with feedback. Responding to customer complaints. Ensuring that all  
employees adhere to the company’s uniform standards. Meeting and greeting customers and organizing  
table reservations. Advising customers on menu and wine choice on the web. Recruiting, training and  
motivating staff. Consistently met deadlines and requirements for all production work orders. Managed  
creative projects from concept to completion while managing outside vendors. Proposed technical  
feasibility solutions for new functional designs and suggested options for performance improvement of  
technical objects. Designed and implemented new server standards for core business services. Divided  
cargo received by account number and intended location. Communicated all emergencies, delays due to  
weather and carrier schedule changes to customers and supervisors.

PRODUCT MANAGER, 11/2005 to 10/2009  
HAERTHA TRATTAMENTI TERMICI  
Worked with quality manager to achieve the proper segregation and recycling of all wash and rework.  
Managed product quality to guarantee compliance with quality policies, procedures and  
systems. Implemented performance, quality and efficiency measures to achieve aggressive production  
goals. Operated heavy material handing equipment such as fork trucks and cranes. Recorded each

delivery using the proper paperwork before leaving the warehouse. Created and submitted delivery and  
DOT logs. Loaded truck and properly secured items to prevent damage during transportation.  
Conducted monthly inventories of materials on the work floor. Supervised material flow, storage and  
global order fulfillment. Conducted operational checks of ducts and other sheet metal installations to  
determine product quality.

PRODUCT MANAGER, 09/2000 to 10/2005  
C.C.A.G. CROTTI – ITALY  
Successfully managed production activities so all orders were shipped on time. Investigated and  
implement ideas for quality improvement, increased productivity and cost reduction. Managed  
documentation of and training on production procedures and work instructions. Maintained and  
communicated daily productivity and shipment reports for all departments. Immediately addressed all  
expired product dispositions. Planned, directed, coordinated and assigned manpower to meet aggressive  
production schedules. Recommended and executed quality improvements for production and product  
quality. Routinely improved product quality and reduced delivery costs. Drove daily production  
activities with effective communication and leadership. Directed improvements in safety, product  
quality, service and cost efficiency. Determined suitable crewing requirements, scheduled employees  
and worked with Human Resources to meet changing production schedules. Met aggressive production  
and safety goals while minimizing equipment downtime. Implemented performance, quality and  
efficiency measures to achieve aggressive production goals.

Certifications

AIRPORT SECURITY COURSE 2016 Orio Al Serio Airport. COMPASS GROUP COURSE FOR  
MANAGER 2014-2016 Cambridge UK

References

**UNITED KINGDOM REFERENCE**

KEVIN LEWIS TRAVELODGE HOTEL LIMITED180-190  
Newmarket Rd Cambridge CB5 8HF Email: kev-101@hotmail.co.uk

HANNAH GOODCHILD COMPASS GROUP  
UK & IRELAND, Hills Road Cambridge CB2 0QQ Email: [goody1612@hotmail.com](mailto:goody1612@hotmail.com?lipi=urn%3Ali%3Apage%3Ad_flagship3_profile_view_base%3BV1Bfr3O2SYK3ChNXAlYk3A%3D%3D)  
ELISA DE FALCO OLIO E FARINA CAMBRIDGE

Unit SU44 GRAND ARCADE St Andrews Street CB2  
3BJ Cambridge United Kingdom Tel: ++39 3939694217 Email: elisa@casawallace.com **ITALIAN**  
**REFERENCE** FABIANO PELI HAERTHA TRATTAMENTI TERMICI SRL Via dell Artigianato 2 24049  
Verdello Bergamo Italy Phone: +39 0354829789 Email: info@haerthatrattamenti.it