



DIRECTOR OF OPERATIONS

- Multi-Site Operations Management
- Process & Procedure Improvement
- Global Supply Chain & Logistics
- Regulatory Compliance (OSHA)
- Quality Assurance & Control
- Risk & Safety Management
- Union Relations & Delegation
- ERP & CRM Systems
- Project Planning & Management
- Scrum Master
- Agile, Waterfall & Scrum Methods
- Contract Proposals & Negotiations

- Lead Project Management Organizations for profitable, sustainable, and scalable growth by standardizing and optimizing operations all lines of business.
- Design and Optimize organizational processes, increase revenue, and increase efficiency using various continuous improvement methodologies.
- Advocate for employees while mobilizing them into high-performing teams committed to delivering operational excellence, achieving superior quality specifications, and maintaining compliance.

EXPERIENCE & ACHIEVEMENTS

Austin, TX

October 2021 to Present

Senior Project Manager

Manages project scope, progress, milestones, budget, risk, and communication to ensure the successful completion of engagements within the project timeline.

- Develop full scope project plans.
- Responsible for revenue, budget, and personnel.
- Facilitate resolution of issues and roadblocks.
- Manage Change Management Process.
- Manage consultant utilization and resource allocation.
- Full financial management, including Work in Progress, billing, P&L, and collections.
- Provide pre-sales support and work with sales team on change requests and statement of work.
- Evaluate, develop, and approve Project Management processes and policy changes.
- Drive the planning and execution of process improvement activities across the organization.
- Manage the development of business processes for customers.
- Performance and management of Gap Fit Analysis in support of NetSuite Implementations.

Austin, TX

June 2021 to October 2021

Engagement Manager

- Manages engagements, projects, and multiple project teams to ensure quality of service and all requirements are delivered within budget and according to project timeline. Design of custom solutions to fit customer requirements.
- Develop full scope project plans.
- Responsible for revenue, budget, and personnel.
- Perform responsibilities as Project Sponsor; maintaining alignment between all stakeholders.
- Facilitate resolution of issues and roadblocks.

- Manage Change Management Process.
- Prepare for and lead project status meetings with clients and internal teams.
- Full financial management, including Work in Progress, billing, P&L, and collections.
- Provide pre-sales support and work with sales team on change requests and statement of work.
- Managing and coordinating research and development.

Austin, TX

March 2020 to June 2020

Senior Project Manager

Manages project scope, progress, milestones, budget, risk, and communication to ensure the successful completion of engagements within the project timeline.

- Develop and implement full scope project plans.
- Plan, manage and communicate the progress of the project, achieving project milestones and maintaining momentum of the project.
- Facilitate resolution of issues and roadblocks.
- Prepare for and lead project status meetings with clients and internal teams.
- Full financial management, including Work in Progress, billing, P&L, and collections.
- Provide pre-sales support and work with sales team on change requests and statement of work.
- Responsible for revenue, budget, and personnel.
- Managing and coordinating research and development.

Austin, TX

December 2020 to March 2020

Consulting Manager

Manages engagements, projects, and multiple project teams to ensure quality of service and all requirements are delivered within budget and according to project timeline. Design of custom solutions to fit customer requirements.

- Account for and collect client receivables and work in progress in compliance with firm policies and goals.
- Lead business development and client service delivery in targeted markets.
- Maintain client relationships, ensuring client satisfaction.
- Responsible for project team performance and deliverables.
- Lead staff development and training initiatives, monitoring and controlling licensure and certification.
- Responsible for revenue, budget, and personnel across business units.
- Managing and coordinating cross business unit collaboration, research, and development.
- Develop and implement full scope project plans.

Austin, TX

September 2019 to December 2020

Senior Implementation Consultant

Consult with clients to plan, coordinate, and lead seamless and timely ERP software implementation and integration projects. Define requirements, assess system capacity, and customize / maintain software to meet customer needs.

- Implemented Advanced Manufacturing NetSuite Module for (15) customers in the areas of Demand Planning, and Work in Progress (WIP) and Routing.
- Successfully Implemented Lean and Quote Management for (15) customers.
- Implemented Warehouse Management (WMS) modules for (15) customers.
- Championed data migration activities, alignment, and standardization.
- Evaluate business processes and requirements in order to execute seamless integration of NetSuite ERP.
- Design Manufacturing interfaces and cloud-based warehouse management systems to meet customer needs.
- Align accounting practices with GAAP requirements and NetSuite ERP software for accurate reporting.
- Manage customer needs and schedules within scope of multiple projects and timelines.
- Identify stakeholders and their requirements.

- Slashed implementation costs 28.85% by spearheading process improvement initiatives and creating shared resources for the organization's first audit function.

Newark, NJ

June 2018 to September 2019

Regional Manager

Appointed by the State Governor to manage all operations, personnel, and functions for Newark Regional Office, encompassing resource allocation, union delegation, and Governor's Office reporting. Directed scheduling for 65 union employees; served as management representative to the union. Facilitated administration of knowledge and road exams.

- Grew revenue 30% over 2 quarters, representing \$1.4M in new monthly revenue, by identifying inefficiencies, automating processes, and hiring additional staff to cut shortfalls in half.
- Reduced customer service wait times by 50% by leveraging institutional knowledge gained as ISO Inspector to create a state-wide records management program that enabled customer cross-referencing capabilities.
- Diminished both profit loss and labor costs by 25% in 6 months by eliminating waste in materials and staffing.
- Established consistent, uniform operations across entire commission state-wide by creating state's first compliance and training programs
- Developed, Tested, and Implemented statewide compliance program for (38) state agencies, consisting of approximately 10,000 employees.
- Developed Compliance standards that reduced waste by 25% state wide.
- Developed and mentored staff, resulting in the promotion or reclassification of (35) employees within the New Jersey Civil Service.

Bayonne, NJ

March 2015 to January 2016

Management Consultant

Promoted from Process Auditor to audit and optimize manufacturing processes for 30+ aerospace companies. Assessed daily work functions, evaluated compliance activities, and completed regular quality management systems (QMS) audits. Reallocated staff for optimal efficiency, productivity, and effectiveness.

- **Designed and implemented quality management system (QMS);** educated C-suite executives on daily operations and quality metrics to inform decision-making process.
- **Cut opportunity costs by 25%** and boosted efficiency by securing deliverables and managing corrective actions.
- **Improved on-time delivery 40% on average** by identifying and resolving fulfillment process inefficiencies.
- **Gained 30% cost efficiencies** by implementing vendor rating and management systems for all clients.

NEW JERSEY CITY UNIVERSITY - Jersey City, NJ

January 2016 to May 2018

Undergraduate Student

Completed full-time studies for a Bachelor's degree.

UNIVERSITY of ARIZONA

January 2021 - Present

Graduate Student

Masters of Organizational and Industrial Psychology
2023

Estimated Graduation Date

CERTIFICATIONS

NetSuite- Administrator Certification

August 2021

NetSuite- Financial User Certification	November 2021
SalesForce- Certified Administrator	September 2021
Certified Scrum Master	August 2021
Project Management Professional (PMP)	January 2021
COUNCIL FOR SIX SIGMA CERTIFICATION - Lean Six Sigma Master Black Belt	March 2021
ISO 9001 Certified in Quality Management	March 2015
ISO 9100 Certified in Quality Management Systems for Aviation, Space, and Defense Organization	March 2015
NetSuite- Suite Foundations	June 2020

TECHNICAL INVENTORY

- Microsoft Office Suite: Word, Excel, PowerPoint, Access, Outlook
- RFMS, SharePoint, Project Insight, TMS, Power BI, Jira, Confluence,