

**NAME**  
Street Address  
City, ST zipcode  
(xxx) xxx-xxxx - (xxx) xxx-xxxx  
email address

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### **PROFESSIONAL SUMMARY**

Results-oriented **Operations Manager** with extensive experience in a large telecommunications company. Leader committed to quality and building an organization focused on teamwork, agility, creativity, and profitability. Excels at being customer-focused, organized and knowledgeable about business process improvement. Able to motivate a work force to sustain high levels of productivity and accomplish challenging goals. Recipient of numerous awards in excellence for quality and achievement. Areas of expertise include:

- Planning Management
- Labor Relations
- Excellent Employee Relations
- Logistics Management
- Operating Budget
- Performance Improvement

### **EXPERIENCE**

**SUPERB COMMUNICATIONS, Valley Forge, PA** **1999-2008**  
**Operations Manager, Graphics Department (1989 - 2004)**  
Managed day-to-day operations for a staff of >100 employees in a deadline-oriented production office responsible for yellow page advertising and directories.

- Produced >500 individual directories and ~\$2B of yellow pages revenue annually.
- Developed graphic composition and pagination of directories for distribution to printers, achieving 100% on-time shipment.
- Spearheaded and managed recognition and activities programs for >400 associates in the facility, improving employee satisfaction survey results by ~5%.
- Trained, developed and coached staff to improve quality and productivity by implementing standard processes to reduce error rates by >25%.
- Responding to corporate directive to reduce costs, lowered overtime by ~30% in one year, meeting corporate objective of eliminating redundant work.
- Designed accountabilities in performance review system, increasing frequency of performance discussions with supervisors from twice per year to monthly.
- Managed >20 discipline meetings/year between employee, supervisor and union representative and trained 6 supervisors on coaching poor performers, increasing overall organizational performance/productivity by 15% in 8 months.

**Assistant Staff Manager, Directory Publishing Office**

**1988-1999**

Streamlined publication processes, developed production standards and implemented workflow improvements. Coordinated training schedules, created training packages and designed and distributed employee handbooks.

- Selected to administer the quality improvement program, including training the Quality Improvement Team (QIT) and ~300 employees in the department to increase efficiencies and productivity.
- Re-wrote and re-designed the employee handbook consisting of >1K procedures, training 250+ associates on the new processes and procedures in a two-year period.
- Converted all paper files to an automated system, improving access to critical customer information while reducing filing staff by 20% in accordance with cost constraint policies.
- Managed a massive and successful change that increased the level of detail in the records by 5X. Ensured all functions remained fully operational with the new structure.
- Drove vendor and interdepartmental accountability for yellow page directory production in three months, saving ~\$5M per year and improving quality by ~50%.

**EDUCATION**

Completed 36 hours toward BBA, St. Joseph University, Philadelphia, PA  
AS, Early Childhood Education, Montgomery County Community College, Blue Bell, PA

**CERTIFICATIONS**

Quality Education Instructor, Graphics Enhancement and Visual Affects, Winter Park, FL

**ADDITIONAL TRAINING**

Numerous Leadership and Management Courses  
Valuing Diversity  
Effective Interviewing  
MS Office, Outlook, Internet Savvy

