

Professional Profile

Results-driven business operations professional, including five years managing end-to-end restoration projects. Able to wear many hats and pivot in dynamic and startup environments. Forward-thinking mindset helps identify process inefficiencies and propose improvements to optimize productivity and profitability. Supervised and trained teams while ensuring milestones were met on-time and on-budget. Leveraged 19 years of operations experience to develop solutions that improve KPIs across cost, time, quality and customer satisfaction metrics. Ready to bring fresh perspective and proven ability to take performance to new heights.

Work Experience

Manufacturing Industry

Distribution International

Fabrication Production Supervisor (2nd Shift)

Comprehensive Summary: Spearheaded creation of new second shift, including hiring and training personnel to build an efficient team. Supervised fabricators across all work areas while enforcing safety and quality protocols. Tracked production schedules, organized workflow, and monitored output to meet targets on time. Performed quality assurance checks at multiple stages to ensure insulation products met specifications. Collaborated cross-functionally to continuously improve quality, output, and waste reduction.

Technical Competencies: Word, Excel, Outlook, Citrix Environment, Infor Distribution SX.e, and Oracle ERP

Core Competencies: Launching A New Team, Performance Management, and Time Keeping

Hammond, IN

2023 - Present

Distribution International

Production Planner/Scheduler (CNC Dept.)

Comprehensive Summary: Planned, scheduled, coordinated, and monitored the flow of insulation products throughout the entire production cycle. Ensured timely planning and scheduling of manufacturing work orders for the production floor, achieving both internal financial objectives and meeting customer delivery deadlines. Collaborated with materials buyer and expedited suppliers' material purchase orders as necessary. Released manufacturing work orders to the warehouse and shipping department while proactively notifying Customer Service Representatives of any potential schedule impacts on customers. Assisted in a successful company-wide transition to a new ERP system.

Technical Competencies: Word, Excel, Outlook, Citrix Environment, Infor Distribution SX.e, and Oracle ERP

Core Competencies: Planning, Scheduling, and Employee Training and Development

Hammond, IN

2021 – 2023

Construction Industry

ServPro of Western Lake County

Production Manager

Allen Restoration Group, Inc.

Construction & Operations Administrator (Telecommuting)

Skyline DKI

Team Coordinator (Reconstruction & Building Maintenance)

Restore Construction, Inc.

Project Coordinator (Large Loss Construction)

Comprehensive Summary: Created detailed estimates for water mitigation, contents cleaning, mold remediation, and reconstruction projects. Made regular job site visits to review project scope, monitor contractor performance, and find ways to maximize productivity. Provided solutions for capturing more billable hours per job through increased efficiency. Introduced new technologies and business process changes to boost company productivity, lower costs, and improve customer satisfaction. Helped research and roll out a new restoration management software to optimize workflows, increase productivity, and leverage robust estimating capabilities across the company.

Technical Competencies: Word, Excel, Outlook, Xactimate, Restoration Manager, SmartSheet, Proven Solutions Accounting, QuickBooks Online, and Proprietary Software

Core Competencies: Project Management, Scheduling, Vendor Management, Accounts Reconciliation, Sales, Timecard Approvals, Hiring and Employee Development, Insurance, and TPA

Griffith, IN

2019 – 2020

Lombard, IL

2017 – 2018

Blue Island, IL

2014 – 2016

Franklin Park, IL

2014 – 2014

Logistics Consulting Industry

XBE LLC

Operations Coordinator

Summary: Oversaw schedule, strategized, implemented, and tracked daily dump truck dispatches for the Chicago Branch, spanning job sites across Illinois, Wisconsin, and Indiana, attaining a 99.35% order fulfillment rate. Streamlined onboarding for new customers and truckers by providing training on the company's proprietary software. Sustained and strengthened existing carrier supplier partnerships while cultivating new strategic alliances in targeted market areas. Addressed invoicing inquiries and discrepancies, while contributing to software enhancements and operational advancements.

Technical Competencies: Word, Excel, Google Apps, GitHub Project Management, and Proprietary Software

Core Competencies: Auditing, Accounts Reconciliation, Project Coordination, Dispatching, Scheduling, Supplier Management,

Chicago, IL

2018 – 2019

Onboarding, Consulting, and Traveling

IntraVex LLC

Operations Analyst

Chicago, IL

2008 – 2009

Summary: Compiled and analyzed data to prepare proposals for customer small parcel shipments and logistics contracts, helping secure multi-million dollar deals. Conducted high-volume audits of FedEx, UPS, and DHL bills to identify overcharges and savings opportunities for clients. Performed in-depth rate analysis and modeling to confirm contract compliance and service level achievement.

Technical Competencies: Word, Excel, and Proprietary Software

Core Competencies: Transportation Cost Analysis, Auditing, and Accounts Reconciliation

Background Screening Industry

InfoTrack Inc.

Operations Supervisor & Field Researcher

Deerfield, IL

2010 – 2014

Summary: Supervised, trained, and developed new hires in the Criminal Department, instilling expertise in conducting thorough and compliant background checks. Conducted courthouse searches across 6 Cook County locations to obtain and scrutinize civil and criminal file jackets. Leveraged findings from court research to enhance criminal checks and provide a comprehensive view of candidate histories. Optimized expense reporting and streamlined courthouse research process, reducing associated copy fees by 33% within the first month.

Technical Competencies: Word, Excel, ADP Background Checks, Government Websites, and Courthouse Computers

Core Competencies: FCRA Employment Screening, Expense Reporting, Employee Training, and Writing Training Manuals

Banking Industry

LaSalle Bank/Bank of America

Data Entry Clerk & Weekend Shift Representative (Wholesale Lockbox)

Chicago, IL

2004 – 2008

Summary: Demonstrated accuracy in entering check information for A/R clients in a high-paced, production-oriented setting, earning recognition as "Top Data Entry Personnel" for consecutive months. Proactively assumed the role of Weekend Shift Representative advocating for employees and serving as a vital communication channel.

Technical Competencies: Lockbox System and Oracle Linux

Core Competencies: Accounts Receivable, Accounts Reconciliation, Data Entry, Communication, and Conflict Resolution

Education & Certifications

University of Salford - Salford Business School Distance Learning

MSc Procurement, Logistics, and Supply Chain Management, July 2023 - March 2024

Harvard Business School Online

Economics for Managers Certification, Awarded July 2023

Harvard Business School Online

Strategy Execution Certification, Awarded May 2023

Project Management Institute

Disciplined Agile Scrum Master Certification, Feb. 2023 - Feb. 2024

AdjusterPro LLC

Principles of Adjuster Estimating: Tactical Xactimate Training, Awarded Oct. 2017

International TEFL Academy & INTESOL Worldwide

TEFL / TESOL Certification, Awarded November 2012

Robert Morris University Illinois

Associate's in Applied Science Degree in Business Administration, Awarded Dec. 2010