

Recruiter's Notes:

- A Lean Six Sigma-certified Project Manager with over 7 years experience leading the implementation and integration over 40 POS and ERP systems for new and existing QSRs and casual-dining establishments. Software COTS products have included Toast, NCR Aloha, Square POS, Kronos, UltiPro, ADP, Workday, Shogo, and Avero.
- Almost all projects managed have involved managing multiple concurrent projects.
- Hands-on QA experience.
- Great interpersonal and communication skills.

Summary

- A Lean Six Sigma-certified Project Manager who has developed a keen ability to predict potential roadblocks and able to plan, organize, and control processes to successfully complete projects while mitigating risk. PMP certification is in progress.
- Seeking to grow as a Project Manager by gaining a strategic understanding of the company's goals and implementing relevant initiatives through strategic, high-impact projects with world-class customer service by ensuring high-quality interactions and seamless implementation of operational processes through every step of the customer's journey.
- Empathetic, objective people leader.
- Proficient in data analytics and quality assurance.
- A clear, concise communicator.

Certifications

Lean Six Sigma certified.

PMP certification in progress.

Education

Tennessee State University

General Studies, 2008 – 2010

Experience

Jul 2019 – Present

Operations Coordinator / SmileDirectClub, Nashville, TN

- Identified areas of opportunity and strategized resolutions.
- Presented cost-saving plans worth over \$300,000 annually through two process improvement projects within the first 90 days of employment.
- Collaborated with stakeholders and C-Suite executives on projects.
- Conducted regular performance audits, cross-referencing against KPIs.
- Ensured smooth operations of 360+ retail locations through seamless implementation of daily tasks. while adhering to strict SLA times.
- Acted as a reliable source of truth for internal and external customers.

Jan 2014 – Jul 2019

Project Manager, Consulting Manager / ARG, Nashville, TN

- Lead the implementation and integration over 40 POS and ERP systems for new and existing QSRs and casual-dining establishments using third-party software like Toast, NCR Aloha, Square POS, Kronos, UltiPro, ADP, Workday, Shogo, and Avero.
- Specialized in creating and executing effective CX programs. Influenced outcomes by anticipating and approaching customer needs with active listening skills and empathy.
- Performed QA and regular audits to identify customer experience trends and areas of opportunity.
- Partnered with various cross-functional teams to implement new processes based on new data findings. Recruited, developed, and directly guided over 20 associate consultants.

Jan 2012 – Jan 2014

Business Consultant, Project Manager / Independent Contractor, Nashville, TN

- Implemented point-of-sale systems for new and existing free-standing restaurant and retail establishments as a self-employed Business Consultant.
- Strategically developed and implemented individualized action plans based on each client's unique needs, including- but not limited to-financial analysis and budgeting, SOP creation, talent acquisition and development, marketing, and branding.

Feb 2010 – Jan 2012

General Manager / Café Fundamental, Nashville, TN

- Oversight and management of daily operations.
- Recruiting, training, and supervision of over 35 FOH and BOH employees.
- Inventory, Quality Assurance; Financial oversight and analysis.