**Harry J. Mitchell**

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**Job Objective:**

Detail-oriented, certified and experienced professional seeking the position of 'Operations Manager' with an organization to utilize my extensive background and vast knowledge for managing business operations, and coordinating team activities.

**Summary of Skills:**

* Sound knowledge of project management and tracking progress to ensure timely completion of projects
* Adept at maintaining professional relationship with vendors, client management, and making processes more efficient
* Strong understanding of inventory management, shipping and receiving products as well as warehouse practices
* Capable of working in a fast-paced environment and remain calm while handling pressure situations
* Working knowledge of tracking software JIRA and other computer applications such as MS Office Suite, Google Spreadsheets
* Ability to prioritize and handle multiple tasks simultaneously to ensure department objectives are met, and get good client satisfaction percentage
* Strong time management, organizational, and communication skills

**Work Experience:**

Operations Coordinator

Allegiant Airlines, San Diego, CA

November 2016 – Present

* Coordinating with vendors and operations managers to monitor inventory level, and placing orders for the required hardware
* Responsible for processing IT procurement requests for ensuring all requested hardware is set up, shipped out with proper packaging for positive customer experience
* Performing various duties related to inventory management, and providing instructions to place or move goods
* Assisting to manage internal business requests from various teams by using internal software system JIRA
* Reconciling monthly operational budget by discussing with the team, and sharing accurate financial reports with the senior management personnel
* Managing and supervising administrative staff to ensure company policies and procedures are followed

Operations Coordinator

NBC Universal Incorporation, San Diego, CA

June 2013 – October 2016

* Conducted monthly meetings with vendors on a regular basis to address issues, special customer requests, and future needs
* Maintained a tracking system to monitor project progress and updated completed tasks in company's database
* Coordinated with other departments of the firm to solve the overlap problems for improving existing procedures, and streamlining processes
* Replenished and requested inventory office supplies through the coordination of purchase agreements with the help of supervisor as necessary
* Took responsibility to organize and maintain various issues related to office materials, computer system, and other equipment
* Performed a variety of administrative duties to ensure excellent service within the operations department
* Prepared quarterly progress reports by summarizing client feedback as well as customer experience to identify areas of improvement

Operations Assistant

Evergreen Packaging Solutions, San Diego, CA

August 2011 – May 2013

* Assisted finance department with daily duties and made data entries of contracts in the company's database
* Handled requests from supervisor or managers to investigate and provide information about the misplaced packages or delayed deliveries as informed by customers
* Assessed calendars of senior executives to coordinate and plan monthly or quarterly meetings/board room discussions for defining company targets
* Collaborated with the local delivery agencies to ensure timely delivery of domestic and international packages
* Monitored and inspected office premises to determine issues, and ordered immediate repairs
* Assisted with maintaining up-to-date package delivery spreadsheet by keeping a track of the courier services
* Performed various administrative duties, including handling calls to answer queries and escalated complicated issues to the concerned personnel

**Education:**

* Bachelor's Degree in Business Administration   
  University of San Diego, San Diego, CA   
  2009

**Certification:**

* Diploma Certificate in Airport Operations, 2015

**Reference:**

On request.