

GERTRUDE OCONNOR

MANAGER

CONTACT

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EDUCATION

Bachelor's in Business
Management

University of Florida

August 2004 - May 2008

High School Diploma

Riverview High School

August 2000 - May 2004

SKILLS

Leadership

Management

Strategic Planning

Sales and Marketing

Customer Service

Team Building

INTERESTS

Outside of work, I enjoy a variety of interests that help me maintain a balanced and fulfilling life. I love spending time in nature, hiking and camping, and disconnecting from technology to enjoy the peace and quiet. Exploring new cultures through travel and cuisine is also a passion of mine, and I enjoy trying new foods and meeting new people. In my downtime, I enjoy experimenting with different recipes and cooking techniques to create healthy and delicious meals.

MANAGER SUMMARY

- Creative people Manager with 10+ years of experience managing operations and customer service teams of 15+ direct reports to drive revenue growth and achieve operational excellence.
- Implemented new performance review cadence and structure across a team of 10+ at Guardian Co. resulting in a 30% increase in employee engagement and retention.
- Streamlined operational processes through cross-departmental collaboration, which resulted in a 10% decrease in costs and a 5% increase in profitability at Marcosa Inc.

PROFESSIONAL EXPERIENCE

SENIOR MANAGER, CUSTOMER SERVICE

Spade Marketing / May 2019 - Present

- Led a team of 20 sales associates to exceed sales targets by 25%, resulting in a 20% increase in revenue.
- Developed and implemented a new training program that reduced training time by 30% and improved team productivity by 15%.
- Improved store operations by implementing new inventory management practices, resulting in a 20% reduction in stockouts and a 10% increase in inventory turnover.
- Maintained high levels of customer satisfaction by addressing customer complaints promptly, resulting in a 95% customer satisfaction rating.

MANAGER, OPERATIONS

Marcosa Inc. / October 2011 - September 2016

- Led a team of 15 employees in achieving operational targets, resulting in a 15% increase in productivity and a 20% decrease in errors.
- Improved customer experience by implementing new policies and procedures, resulting in a 25% increase in customer satisfaction ratings.
- Collaborated with cross-functional teams to develop and execute new product launch strategies, resulting in a 30% increase in sales revenue.
- Streamlined operational processes and reduced costs by 10%, resulting in a 5% increase in profitability.

REGIONAL MANAGER

Guardian Co. / June 2008 - October 2011

- Managed a portfolio of 10 stores and achieved sales targets by 20%, resulting in a 15% increase in revenue.
- Developed and implemented a new visual merchandising strategy that increased store traffic by 25% and improved conversion rates by 10%.
- Led cross-functional teams in implementing new marketing campaigns, resulting in a 20% increase in online sales and a 15% increase in foot traffic.
- Mentored and coached store managers to improve their leadership and management skills, resulting in a 30% increase in employee engagement and retention.