

LAUREN THOMPSON

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Summary

Working to analyze and improve organizational processes while ensuring quality, productivity, and efficiency.

Skills

- Strategic and Business Planning
- MS Office Expertise
- Key Account Relationship Management
- Data Analytics
- Database Management
- Reporting and Documentation
- Inventory and Order Management
- Scheduling Tasks and Milestones

Experience

Operations Manager

May 2017 to Current

TOTIN TOO, LLC – Wexford, PA

- Used Microsoft Excel to develop marketing tracking spreadsheet, implemented new marketing initiatives which resulted in 75% savings in the annual marketing budget and an increase in new client acquisitions. Developed and instituted a virtual filing system
- Increased closing rate from 50% to 80% in my first year of employment
- Collaborate with the company President to provide high quality strategic leadership to each team
- Expanded business development > \$3 million a year through cultivating strong customer relationships and executing benefit-oriented sales presentations
- Restructured organization and created team dynamics, reducing time spent on administrative tasks and estimating; allowing future clients to receive bids in a timely manner, securing accounts
- Responsible for the procurement of all construction materials and equipment specific to each project, determining availability and coordinating delivery information dependent on each project's schedule
- Main point of contact providing guidance and clarity of requests or inquiries for all clients, distributors, team members, other vendors, and representatives of accounts held

Night-shift Supervisor / Lead Bartender

September 2014 to May 2017

WEXFORD ALE HOUSE

- Lead quality assurance initiatives and revamped utilization of work time to increase profits
- Mentored newly hired employees on restaurant equipment and service techniques
- Maintained clean and well-organized production areas to avoid violations or unnecessary work delays due to hazards or inefficient layouts

Education

Bachelor of Science : Environmental Studies, Project Management, 2016

University of Phoenix – Phoenix, AZ

Websites, Portfolios, Profiles

- <https://www.linkedin.com/in/laurenashley721/>