

LAUREN THOMPSON

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SUMMARY

Highly-effective operations manager emphasizing innovation and creativity in solving complex problems. Energetic and results-focused with success in developing and leading various teams to achieve outstanding results. Offering exceptional communication and organizational skills combined with industrious, personable, and entrepreneurial nature.

EXPERIENCE

TOTIN TOO, LLC

Wexford, PA

Operations Manager

05/2017 to Current

- Working directly under the company President of a multimillion-dollar company to provide daily updates on all new project information, current project progress, and all back-office functions
- In an extremely competitive specialty market, increased the closing rate by 80% the first year, selling \$3,000,000 of all residential and specialty exterior renovations
- Operations and office manager with 3 years of successful management of jobs consisting of 5 – 15 employees; dependent upon job size or amount of jobs at once
- Liaison for all clients, employees, and distribution representatives for all project inquiry's
- Working individually with each client to ensure that each of their needs is met throughout their exterior renovation project; drafting and submitting all projects estimates, quotes, and contracts.
- Placing and receiving material orders in excess of \$300,000 yearly
- As an operations manager, simultaneously scheduling multiple jobs for different crews dependent upon each crews' strong suits, reconfiguring crews based on individual skill sets and respective jobs' scope of work
- Following up multiple times with each projects' lead foreman until job completion, ensuring proper follow through on each projects scope of work
- Sole company administrator; created company's virtual filing system while organizing all physical files, established and maintain company health insurance, handling all business finances, organizing on-site meetings, tracking maintenance and ensuring company equipment remains to state standards
- Utilizing google documents and sheets to organize all job information between necessary parties; google sheets has been an aid in tracking the equipment maintenance and advertisement budgets
- Reducing the advertisement budget by three quarters within two years by tracking current efforts in comparison to lead generation, bringing all other efforts in house; wrapping vehicles, utilizing yard signs and opportunities to canvass areas with post cards, and maintaining the company website
- Employing Microsoft Word for all quoting purposes, Excel for any estimating and contractual needs, while using Power Point to create individualized presentations for each homeowner

WEXFORD ALE HOUSE

Wexford, PA

Lead Bartender

09/2014 to 05/2017

- Supervised and trained employees, managed team member daily functions
- Ensuring the safe service of all customers under PLCB standards
- Prioritized the needs of multiple clients while strengthening customer relationships
- Responsible for daily deposits, collecting cash outs from all servers
- Administered the submission of inventory status for product requisition
- Diffused difficult scenarios while maintaining customer trust

EDUCATION AND TRAINING

BACHELOR OF SCIENCE: ENVIRONMENTAL SCIENCE

2016

University of Phoenix, Tempe, AZ

Strong focus in project management