

**BUSINESS OPERATIONS MANAGEMENT DIRECTOR****Profile:**

Accomplished business operations professional with a solid track record of success leading and driving operational improvement; consistently exceeds goals and expectations. Talent for developing high-performance teams, making effective decisions and quickly revising tactics to achieve goals within aggressive time frames. Holds an outstanding reputation for rejuvenating at-risk companies to show increased revenues and long-term stability. Experienced in instituting the processes and controls needed to protect financial integrity and manage risks, yielding impressive results in both top-line and bottom-line efficiencies.

**Skills:**

- ❖ **Operations Management** – Well qualified executive with comprehensive experience in senior-level operations and management. Effectively hire, train, and motivate management and staff; establish goals and controls; monitor results to consistently increase profit margin, enhance market position, reduce operating costs, and meet strategic objectives. Experienced in the negotiation of high-level contracts. Well versed in presentations, accustomed to addressing clients, vendors, partners, and shareholders.
- ❖ **Financial Management** – Managed multi-million-dollar budgets with full P&L responsibility, staffing, cost analysis / reduction, negotiate contracts, coordinate vendors, suppliers, auditing, and tax preparation. Skilled using a variety of accounting packages and cloud based financial / HR applications (QuickBooks, Sage, ADP Workforce Now, Paychex Flex, and other Cloud Based solutions)
- ❖ **Technical Expert** – Strong technical / engineering background in a wide range of computer systems (Windows, OSX, and Linux), networking, databases (SQL, MySQL, Access, Amazon Aurora, RDS, PostgreSQL, Redshift, and DynamoDB), Amazon Web Services (AWS) (EC2, ELB, VPC, Cognito, S3, Auto-Scaling, Lambda, Kinesis, EBS, CloudFront, Route 53, ElastiCache, API Gateway, Glacier, LightSail, Workspaces, etc.). Expert skills in all Microsoft business apps along with extensive knowledge with Microsoft cloud products including Office 365. Certified in AWS and extensive knowledge of its counterparts at Google Cloud and Microsoft Azure. A lifetime of using programming languages including but not limited to JavaScript, Java, Python, PHP, Ruby, Swift, C#, BASIC, HTML, Pascal and others. Skilled in extrapolating data to reflect current trends, upturns, unrecognized profit centers, and problems that normal reporting systems / personnel would overlook. Well versed in digital marketing environment. Extensive experience with Google Analytics / Ad Words, Facebook and Twitter ads, along with remarketing campaigns. Experience designing, testing and deployment of mobile web applications for Android, iOS and progressive web apps (PWA). Experienced in e-commerce and SEO. Substantial experience with website design and best practices.

**Signature Competencies:**

Leadership | Strategic Planning | Due Diligence | Business Operations | Change Management | Process Improvements Logistics Management | Inventory Management | Program Management | Critical Thinking | Customer Relationship | IT Management | Lean Methodologies | Supply Chain Strategy | Human Resources | P&L Accountability | Software Development

**Experience:****Suncoast Technology, Inc.** – Plantation, FL (Jan - 2006 – Present) - **Chief Operations Officer**

Provided strategic oversight of operational and financial functions for this start-up Technology Company, along with its sister companies which at their peak had over \$50M in revenues, annually. Fully responsible for all aspects of the business including P&L, cash flow analysis, human resource functions, regulatory compliance, legal / accounting matters, and engineering integration.

**Key Accomplishments:**

- Purchased two failing long-distance companies, turned them around, and made a significant profit while running them.
- Wrote numerous web-based applications to make data entry secure and mistake proof; with the resulting data, produced custom reports in real time that gave cash positions, profit analysis, and customer risk factors which required a staff of 50% less people compared to other companies of similar revenue.
- Oversaw a software development team in Pakistan. Imported talented labor on H1-B visas from India. They produced custom applications for us and other businesses. Besides “translating” the business needs into language a programmer could understand, I managed across time zones, gave design opinions, and made sure the project-management was timely.
- In consulting for the country of The Honduras, designed custom software that found \$3 million a week in fraudulent activity. The report which covered months of transactions (hundreds of millions of records) was delivered directly to the president of the country.
- Managed sister consulting division which catered to businesses that needed expertise in technology and finance. Improved most businesses’ bottom line by at least 10% by using many years of experience in running and keeping companies profitable.
- Consulting contracts with medical practitioners where we evaluated, updated and oversaw their Revenue Cycle Management; turning at least 3% of their gross revenue into profit.
- Oversaw web marketing division which handled all aspects of digital advertising (Facebook, Google AdWords, Twitter, and Instagram, and SEO), e-commerce (custom carts, Shopify, WooCommerce, Magento) and web related ventures (websites, cloud computing, security, custom APIs, application development, and AWS integration). Designed, developed, tested and deployed a mobile application using APIs, HTML, CSS, JavaScript, MongoDB, Ionic, and AWS for iOS, Android and progressive web app (PWA).

**Priority Communications, Inc.** – Boca Raton, FL (Jan - 2000 – Dec - 2005) - **Vice President of Operations**

In this three-phase job: Built a company from start-up that became the second largest privately held paging company in the United States.

- Phase one consisted of finding office space, designing / building a state-of-the-art communications network, hiring employees, and launching the complex system.
- Phase two required managing / mentoring staff of 75+ employees with 740,000 paging subscribers, serving the entire state of Florida. Oversaw all aspects of the business including technical, sales, finance, legal, and human resources. This company had the lowest employee-to-customer ratio of any paging company.
- When pagers became virtually obsolete, directed phase three and established a successful exit strategy, which benefited everyone.

**Key Accomplishments:**

- Ran the successful day-to-day operations of this multi-disciplined organization which had many satellite offices and well over 1,000 distribution points.
- Managed the supply chain at peak efficiency saving company 20% in cash flow by not tying up inventory.
- Saved the company over \$5 million by negotiating contracts with all major vendors and lessors (over 150 leased sites).
- Automated every aspect of the business, keeping 30% less staff as compared to our competitors.
- Retained superior staff and prided myself in the launching of an efficient, comprehensive, knowledgeable, and award-winning customer service. Whether an in-office center or out of the country call-center, the seat count was kept at an optimal rate to keep customers happy at the lowest cost.

**Education**

Attended St. John's University for Master of Business Administration (MBA) - Queens, NY

Bachelor of Science in Electrical Engineering (BSEE) - New York Institute of Technology – Old Westbury, NY

**Associations / Certifications**

Institute of Electrical and Electronics Engineers (IEEE); National Eagle Scout Association (NESA); Amazon Web Services (AWS) Certified