RYAN ERVEY

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Operations Management Professional

Continuous Improvement | Processes Optimization | Transformational Analysis

Top-performing operations leader who leverages extensive experience in developing and implementing innovative practices, policies and procedures, training programs and efficiency initiatives. Communicates updates, project status, key metrics, issues, and risks to all stakeholders.

Strategic Planning – Develops and implements policies and procedures, technologies and project deployment initiatives in furtherance of corporate objectives. Forecasts workload to address upcoming events/business.

Continuous Improvement – Leads and supports projects or teams in planning, managing and executing to achieve targeted objectives. Champions, develops, and sustains a culture of efficiency and quality.

Cost Control – Increases company revenue through functional and technical analysis, process design and optimization, and cost-saving strategies and initiatives that contain costs without sacrificing the quality of work.

Employee Engagement & Leadership - Implements programs to increase morale, encourage employee participation, and decrease staff turnover Inspires idea generation and innovation by providing coaching, training and mentorship and empowerment methodologies.

CORE COMPETENCIES

Process Development - Facilities Management - Prioritization - Asset Protection - REV - Slack - Project Management - Lean Manufacturing - Forecasting - Talent Acquisition - EMS – PowerBI - Six Sigma - Inventory Management - Quality Control - Purchasing - Logistics - R2 - Concur – WMS Resource Management - Scheduling - Data Management - Training - Cheetah Logistics Technology - Navision

PROFESSIONAL EXPERIENCE

Rentex • Boston, MA **2017 – 2018**
GENERAL MANAGER
Complete oversight of branch operations including designing strategy and goals for growth, leadership and accountability. Analyzed processes and improved operational continuity; developed and streamlined operational policies and procedures and managed an inventory of over $10 million in assets. Developed and implemented safety procedures and promoted a safe work environment. Oversaw facility and vehicle maintenance, employee recruitment and training. Directed 25 employees, including two managers. Monitored and administered payroll

- Held daily team meetings with employees to encourage a supportive and friendly atmosphere. Integrated an employee suggestion system and empowered staff by encouraging contributions for process improvements. Experienced 100% employee retention and increased morale.

VER • New York, NY **2012 – 2017**
DIRECTOR OF OPERATIONS **(2016 - 2017)**
Analyzed business volume and provided strategic planning and goals for operational continuity. Streamlined operations, developed and implemented safety procedures, managed inventory of over $75 million in assets, and oversaw facility and vehicle maintenance protocols. Managed 105 employees, including 10 managers.

VER (cont'd)
Oversaw functions ranging from shipping & receiving, equipment repair, order fulfillment, engineering, compensation, real estate, customer service, quality control, dispatch, administration, inventory control, and talent acquisition and development.

- Initiated, wrote and edited the training manual for inventory tracking system, which reduced training period by 50%. At the end of the training period, employees were qualified to use the inventory tracking system a week earlier than expected.

OPERATIONS MANAGER (2012 – 2016)
Oversaw all aspects of business operations ranging from shipping, receiving, equipment repair, fulfillment, engineering, compensation, employee appreciation, facilities, real estate, customer service, quality control, dispatch, human resources, administration, inventory control, employee recruitment, staff training and development, promoting and creating a safe work environment, coaching and mentoring, and interoffice communication.

- Recognized a need to increase safety awareness. Implemented new safety training and awareness initiatives and the branch had no notable safety incidents over a 4-year period, leading to increased productivity.
- Managed project schedules, planning and coordinating work between all team members. Engaged managers from nearby branch locations seeking additional resources to reduce labor and supply costs. Large events were completed on time and 25% under budget, resulting in improved customer satisfaction.

AV Concepts • Phoenix, AZ **2011 – 2012**
OPERATIONS COORDINATOR
Monitored and oversaw processes and procedures at a 50,000 sq. ft. facility, developing and implementing operational initiatives. Managed inventory of over $10 million in assets, and controlled purchasing costs through inventory control protocols and vendor management. Supported the management of daily operations and projects, generated inventory reports, and supported SOP creation.

- Redesigned inventory control and consumable purchasing system; implemented quality controls, improved asset integration, and a revised training program. As a result, on-time fulfillment record increased, and consumable purchasing costs decreased by 15%.

Encore Productions, Inc. • Las Vegas, NV **2003 – 2011**
LOGISTICS MANAGER (2006 – 2011)
Developed and implemented operational policies and procedures for over $25 million in assets and supervised five direct and 15 indirect reports. Managed assets and inventory, created and developed SOP's, and oversaw order fulfillment and dispatch for a 100,000 sq. ft. facility.

- Collaborated with Asset Manager to develop a new inventory control system. After implementation, improved inventory controls systems drove a 24% increase in accuracy.

Assistant Logistics Manager - Shipping/Receiving & Inventory Control Clerk

EDUCATION

Actively pursuing a degree in Business Administration at Arizona State University