

RANDY SAMPLE

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LinkedIn Profile

DIRECTOR OF OPERATIONS

Process Improvement | Team Leadership | Operational Efficiency

Inspirational team leader with expertise in enhancing operational efficiencies to maximize company performance

Energetic visionary, talented at identifying strengths in others and motivating them to reach their peak performance in alignment with company objectives while driving the efficiency of day-to-day operations. Passionate about developing leaders through coaching and mentoring, personally and professionally. Historically successful at partnering with key personnel to achieve growth. Currently pursuing MBA in Process Improvement. Proficient in Microsoft Project, PowerPoint, Word, Excel, Osiris, SharePoint and SmartSheet, with the ability to integrate technology with management duties. Core competencies include:

**Leadership & Team Building ~ Report Analysis ~ Staff Training & Development ~ Effective Budgeting
SOW/SOP Development ~ Project Planning ~ Vendor Relations & Negotiations ~ Operational Effectiveness**

PROFESSIONAL EXPERIENCE

University - South Florida Campus; Miami, FL

September 2009 – Present

Largest private institution for Higher Education in North America; boasting over 200 locations and 100 degree programs at the associates, bachelors, masters and doctoral level.

DIRECTOR OF OPERATIONS (March 2011 – Present)

Promoted after 2 outstanding years as operations manager to drive strategic vision and control all campus operations. Supervise and develop team comprising of an Operations Manager and 14 Student Services Coordinators across 6 learning centers in South Florida. Plan and organize the execution of projects including renovations, remodeling and opening new locations. Coordinate all major campus events including commencement and homecoming. Serve as Campus Safety Authority and Ethics and Compliance Liaison.

- **Developed and implemented standardized departmental SOPs** to ensure consistency at all learning centers including missing attendance tracking; contributing to the campus goal of 70% student retention
- Department **ranked #1 in Southeast District for customer service** on-campus and consistently maintains greater than 80% Net Promoter Score; contributing to improvement of campus vital factor for Student Experience
- Worked with Director of Student Services to develop student retention strategies; **increasing retention by 8%**.
- **70% increase** in facility room rental **revenue** in FY12
- Overhauled and improved new group calendar strategy which contributed to **19% higher class size and 27% less group cancellations**

OPERATIONS MANAGER (September 2009 – March 2011)

Hired, trained and managed team of 12 Student Services Coordinators while ensuring continued development through effective one-on-one coaching sessions to master role related competencies. Conducted trend analysis of current group reports and prospective new groups to ensure campus objectives and growth targets are achieved.

- Implemented incoming call coverage policy that contributed to less than average 4% missed/rolled calls per month.
- Orchestrated the largest and most successful commencement ceremony in the South Florida campus' history (953 graduates and over 5,000 guests).
- Facilitated timely project deliverables and milestones as project manager in the renovation of 3 learning centers averaging 30,000 square feet.
- Implemented use of SmartSheet application to streamline daily operations processes; increasing team communication and efficiency.

Continued...

Online Technologies Inc. Miami, FL**June 2008 – September 2009**

Full-service Technology Company specializing in web design, content management, database management and network consulting services.

PROJECT MANAGER

Solely accountable for the operational day-to-day management of an average of 40 projects while reporting directly to the President/CEO. Led and motivated team of 20 designers, developers, copywriters, search engine specialists and programmers in facilitating requirements-gathering meetings with clients to ascertain project objectives in order to craft comprehensive Statements of Works and Project Plans. Prepared and presented project status reports to President/CEO bi-weekly.

- Decrease average website production time from 6 weeks to 4.5 weeks
- Consistently achieved project objectives by ensuring project schedules and budgets fall within time, cost and quality constraints to meet client and company expectations; 90% of projects completed on schedule

Innovations Company - Miami, FL**November 2006 – June 2008**

Energy information management consulting firm serving commercial, industrial and institutional customers.

PROJECT MANAGER

Responsible for monthly energy accounting process on all client facilities, thus providing reports, analyzing surveys and statistics to ensure energy targets are being met; required advanced knowledge of Microsoft Excel.

- Decrease energy accounting process from 7-10 days to 5 days by implementing the use of formulas and macros to automate parts of the process
- Successfully coordinated feasibility study for 4 Mega Watt power plant which contributed to project approval

EDUCATION & CERTIFICATIONS**Southern University**, Davie, FL**MBA**, Concentration: Process Improvement (August 2013)**BACHELOR OF SCIENCE IN SPORTS AND RECREATION MANAGEMENT** Concentration: Finance (May 2006)**University (Online)****PROJECT MANAGEMENT CERTIFICATE** (August 2010)