

Operations Manager

Accomplished professional with substantial experience in managing multifaceted operations across diverse industries. Well-versed in enhancing operational efficiency, optimizing financial performance, and driving project success. Excel at streamlining processes, managing cross-functional teams, and implementing technology solutions to foster productivity and profitability. Hold strong capability in financial oversight, including fraud detection, budget management, and accounting adjustments for significant cost savings and revenue growth. Adept at fostering relationships with tenants, vendors, and stakeholders to secure long-term partnerships and achieve organizational goals.

Areas of Expertise

- Project Lifecycle Management
- Operational Excellence
- Financial Analysis & Reporting
- Fraud Detection & Risk Management
- Inventory Tracking & Control
- Budget Management & Cost Reduction
- Database Management & Compliance
- Vendor & Tenant Relations
- Lease Administration & Negotiation
- Benefits Administration & COBRA
- HR Policies & Procedures
- Customer Service Excellence
- CAM/RET Reconciliation
- Site Inspections
- Capital Improvement & Bidding

Key Achievements

- Headed relocation of five employees, offices, and equipment from Northeast Minneapolis to Roseville.
- Transferred 10 QuickBooks files to Yardi Breeze platform for streamlined data entry.
- Uncovered \$70K in employee fraud during cash and payroll audits, prompted GAAP-aligned accounting adjustments, and facilitated \$1.2M preferred stock sale to venture capital firm.
- Lowered employee benefit package's expenses by 20% while maintaining existing coverage levels.
- Minimized purchase agreement creation time from two hours to just five minutes by implementing merging system.
- Boosted fundraiser revenue by 25 times compared to previous year.
- Conducted research, procured, installed, and trained staff on primary clinic's software and hardware.

Career Experience

Lupe Development Partners, LLC

2012 – 2023

Operations, HR, Property, and Accounting Manager

Oversee day-to-day operations to ensure efficiency and productivity. Direct multiple databases to enhance data integrity and accessibility, while developing programming solutions to improve system reliability and user experience. Manage server hardware for optimal performance, upgrade telecommunications for clearer communication, and foster positive tenant and vendor relations to build long-term partnerships. Lead benefits administration, COBRA procedures, employee handbook development, and disciplinary documentation to foster positive company culture. Perform financial statement analysis, inventory tracking, monthly journal entries, and payroll management. Review leases annually, supervise building systems, and administer CAM/RET reconciliation and budgeting.

Key Achievements:

- Completed projects within time and budget constraints, exceeded stakeholder expectations, secured purchase agreements, and organized procurement files.
- Optimized resident satisfaction and site maintenance, improved vendor service quality, and streamlined project execution through clear scopes of work formulation.
- Headed PTO accounting, reference checks, staff management, termination assistance, and time card records for 50+ employees to ensure accuracy, compliance, and employee satisfaction.
- Guaranteed PPACA adherence, examined profit and loss/income statements, reconciled various assets and liabilities, and monitored rental fee invoicing and property management.
- Successfully carried out site inspections, liaised with tenants, navigated unlawful detainer proceedings, and coordinated vendor bidding.

Additional Experience

Human Resources & Accounting Manager, Christopherson Properties LLC, Minneapolis, MN

Inventory, Office, HR, and Accounting Mgr, Fitness on Request, Inc., Maple Grove, MN

Accounting, Office, and Human Resources Mgr, PixZel Effects, LLC via Masterson, Minneapolis, MN

Accounting, Office, and Human Resources Mgr, Orange Parachute aka HotSkills, Inc., Minneapolis, MN

Office and Accounting Manager, HomeVestors aka Minnesota Equities, Inc., Minneapolis, MN

Owner, Operator, Doggie Doula, Celtic Canine Kennels, Crystal, MN

Veterinary Assistant, Ramsey Animal Hospital, Ramsey, MN

Accountant, First Housing, LLC, Brooklyn Park, MN

Education & Certification

Bachelor of Science in Business Administration, Human Resource Management, and Accounting

Metropolitan State University, Minneapolis, MN

Associate in Science in Business Management, Accounting, and Business Computer Systems and Management

North Hennepin Community College, Brooklyn Park, MN

Completion of Minnesota Realty School Courses One, Two, and Three; Qualified for licensure as a real estate agent in Minnesota.

Memberships | Volunteer | Civic Positions | Commissions

Midwest Animal Rescue & Services (MARS); Whelping Foster Parent and Volunteer

Phi Theta Kappa Honor Society Member

Notary Public-Minnesota Commission

Technical Proficiencies

MS Office Professional Suite | QuickBooks Pro 2021 | Adobe DC | AviMark Veterinary | Covetrus Pulse (eVet) | InDesign CS3 | Intermedia Telecommunications | Jamf Now | Nitro PDF Professional | Photoshop Elements 9 | PowerDirector SoftPro Closing | TeamViewer | Yardi Breeze | Yardi Voyager