

# ESTRELLITA GUENTERT

Chief Operating Officer (COO)

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## LINKS

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[linkedin.com/in/estrellitaguentert](https://www.linkedin.com/in/estrellitaguentert)

## SKILLS

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Business Strategy

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Business Operations

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Organizational Development

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Financial Management

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Human Resources Management

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Information Technology  
Management

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## LANGUAGES

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English

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Arabic

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## HOBBIES

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Organizing

Crafting

Running

## EMPLOYMENT HISTORY

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### ● Chief Operating Officer (COO) at FedEx, TN

May 2022 - Present

- Led a team of 50 employees and achieved \$30 million in sales.
- Developed and implemented an innovative new marketing strategy that increased market share by 5%.
- Reduced operating costs by 10% through process improvements.
- Achieved customer satisfaction rating of 95%.
- Grew the business by 20% year over year for 3 consecutive years.
- Successfully launched 2 new products.

### ● Senior Vice President of Operations at Nissan, TN

Aug 2020 - Apr 2022

- Led a team of 150 employees and increased productivity by 25%.
- Implemented new processes that saved the company \$1 million annually.
- Hired and trained 5 new managers.
- Negotiated contracts with suppliers that saved the company 10% on costs.
- Led a successful marketing campaign that generated \$2 million in sales.

### ● Vice President of Operations at Dollar General, TN

Aug 2015 - Jun 2020

- Led a team of 15 managers and 100+ employees, increasing productivity by 20%.
- Reorganized the company's operations, reducing costs by \$1 million annually.
- Negotiated new contracts with suppliers, saving the company 10% on supplies.
- Implemented a new customer service system that reduced complaints by 30%.
- Hired and trained a new sales team that increased sales by 15% in the first year.
- Developed and implemented a quality control program that reduced defects by 50%.

## EDUCATION

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### Bachelor of Science in Business Administration at Vanderbilt University, TN

Aug 2010 - May 2015

I have learned how to manage and operate a business through my four years of study in the Bachelor of Science in Business Administration program.