

# SHAUNA SHELINE

Operations Manager

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## PROFILE

I have over 5 years of experience as an Operations Manager. I have a proven track record in managing and improving operations within companies. I am a highly motivated individual who is always looking for ways to improve efficiency and productivity. I possess excellent interpersonal skills and am able to effectively communicate with all levels of employees, from front-line staff to senior management.

## LINKS

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

## SKILLS

Communication

Organization

Planning

Time Management

Problem Solving

Conflict Resolution

## LANGUAGES

English

Arabic

## HOBBIES

Organizing

Crafting

Decorating

## EMPLOYMENT HISTORY

### ● Operations Manager at Alaka`ina Foundation Family of Companies, HI

Mar 2022 - Present

- Reduced operational costs by 15% through process improvements.
- Implemented new inventory management system that reduced stock levels by 30%.
- Increased customer satisfaction scores from 80% to 92%.
- Negotiated a 5% reduction in supplier prices.
- Developed and implemented new training program for operations staff which resulted in a 25% decrease in errors.

### ● Assistant Operations Manager at Kamehameha Schools, HI

Jul 2017 - Feb 2022

- Led a team of 25 in the daily operations of a busy call center.
- Implemented new processes that increased efficiency by 15%.
- Reduced customer wait time by 20% through process improvements.
- Developed and implemented training program for new hires which reduced turnover rate by 10%.
- Successfully launched a new product line with zero defects.

## EDUCATION

### Bachelor of Science in Operations Management at University of Hawaii at Manoa, HI

Sep 2013 - May 2017

I have learned how to manage and streamline operations within a company in order to optimize efficiency and productivity.

## CERTIFICATES

### Certified in Production and Inventory Management (CPIM)

Aug 2020

### Certified Supply Chain Professional (CSCP)

May 2019

## MEMBERSHIPS

American Production and Inventory Control Society (APICS)

Institute for Supply Management (ISM)