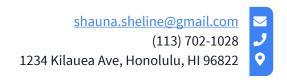
SHAUNA SHELINE

Operations Manager



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

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)