

Inez Punzo

Operations Manager

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📍 6732 Hill Crest Dr, Irving, TX 75038

Education

Bachelor of Science in Operations Management at University of Houston, TX

Aug 2012 - May 2017

I have learned how to effectively manage and operate a business by streamlining processes and improving efficiency.

Links

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

Skills

Communication

Organization

Planning

Time Management

Problem Solving

Conflict Resolution

Languages

English

Mandarin

Hobbies

Organizing

Crafting

Baking

Profile

I am an operations manager with over 5 years of experience in the field. I have a proven track record of success in managing and improving operational processes and systems. I possess strong analytical and problem-solving skills, which enable me to identify issues quickly and develop effective solutions. I am also an excellent communicator, with the ability to effectively communicate with all levels of staff, management, vendors, and clients. My goal is always to improve efficiency and quality while reducing costs wherever possible.

Employment History

Operations Manager at 3M, TX

Jun 2022 - Present

- Led a team of 50+ employees in 3 departments and successfully completed daily tasks while maintaining quality standards.
- Implemented new process improvements that increased productivity by 15% without compromising quality.
- Negotiated with vendors to get better prices on raw materials, which saved the company \$5,000 per month.
- Trained new hires on company procedures and best practices.
- Developed standard operating procedures for all departments.

Assistant Operations Manager at American Airlines, TX

Sep 2017 - Apr 2022

- Negotiated and finalized a new office lease agreement, resulting in \$5,000 in monthly savings.
- Led the implementation of a new inventory management system that reduced stock levels by 10% and decreased turnover time by 20%.
- Developed and implemented a training program for new customer service representatives which resulted in 80% less attrition rate within the first 6 months.
- Created an employee incentive program that increased productivity by 15%.
- Successfully completed OSHA certification.

Certificates

Certified in Production and Inventory Management (CPIM)

Feb 2021

Certified Supply Chain Professional (CSCP)

Jan 2020

Memberships

American Production and Inventory Control Society (APICS)

Institute for Supply Management (ISM)