

Florencia Mina

Summary

Expert Operations Supervisor with 15 years of experience in system management, multi-functional team management, critical audit review and operations analysis.

Education

Reed College

Aug '04-May '08

Information Systems Management/Business Management

Experience

Retail Ocean, Operations Supervisor

Jul '17- Current

- Configured problems in the old monitoring system and made necessary changes to fix them
- Manages a team of 10 operations associates
- Provides technical assistance to the order management team
- Created documentation for the learning and development team that helped increase productivity by 13%

Cloud Clearwater, Operations Supervisor

Aug '09 -Jul '17

- Maintained the turnaround time for each order processed at 98% accuracy
- Created a new process for the financial management for better system regulation
- Worked on a Green Belt project to reduce system error and maintain accuracy

Retail Ocean, Senior Operations Supervisor

Jan '08 -Aug '09

- Hired, coached and mentored three Team Leads, System Managers and Operations Associates
- Worked with the technical team and created an automated system to track staffing evaluations
- Conducted face-to-face meetings with business partners to ensure process accuracy and legal regulations

Certifications

- Project Management Professional(PMP)

Skills

- PMP
- Logistics