**[Customer Service Project Manager](https://www.postjobfree.com/resume/ad1vyp/customer-service-project-los-angeles-ca)**

**Location:**Los Angeles, CA

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**Resume:**

Yousha Wheeler

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Highly adapted relationship builder, problem solver, cross functional organized leader with a career narrative to driving business outcome through project/operation management. Engaging with key stakeholders understand business objective aligning project resources by planning and executing strategic tactical priorities.

Operation Manager

EWT Solutions Dec 2022 - Sept 2023

Monitored operations and staff and recommends, when necessary, changes in methods, procedures, structure, and additions or changes in personnel to secure optimum utilization of resources

Defined and implementined processes, improvement using data and metrics

Monitored department work productivity, reports on trends, and recommends and implements changes to continually improve work productivity

Implemented process improvements

Routinely meets with direct reports to review financial results and identify opportunities for improvement and develop action plans to achieve goals

Manage data collection for the updating of metrics to achieve productivity targets, reduce cost per unit, eliminate errors, and deliver excellent customer service

Assists work team in the achievement of goals/ commitments; achieves own

Training employees; planning, assigning, and directing work; rewarding and disciplining employees; addressing complaints and resolving problems, and attend client meetings as necessary, designed, facilitated and coached workshops

Drived end to end delivery communicated results with senior managers

Building and retaining roadmaps, collaborating with internal and external stakeholders

Operation Manager/Project Manager Aug 2019 – Nov 2022

US Department of Commerce

Managed the southwest region of California directly monitoring project progress and ensuring timely, cost effective and high-quality execution of project including budget, timelines, and resource allocation and trained a team 40 supervisors to achieve project objectives

Identified safety, quality and productivity improvement strategy and opportunities via cross-functioning with related departments. included communicating project-related issues to senior executive management

Managed (plan, organize, direct and control, finalizing case assignments, utilizing KPI’s metrics progress and milestones to meet project demands.

Created long – short term plans prioritizing project demands, leading and driving teams during all phases of the development of projects life cycle including analysis, designs, build, pilot, and implementation

Perform a variety of administrative duties such as processing bills, vouchers requests, payroll, personnel documents, cases assigning & documentation

Managing travel projects identifying best teams for the out of city and out state projects

Meeting weekly, conducting reports and review with team communicating project- phases and related milestones to senior executive management

Lead, mentor engaged and develop teams to maximize their contributions, including recruiting, assessing, training, coaching, and managing performance

Complied with all applicable policies, rules and regulations, including safety and healthy environment

Analyzed and track projects processes

Operations Manager/Program Manager Mar 2013 – Mar 2019 Mobilution

Reviewed and drove operational compliance of back-office processes, procedures, reports documentations budgets and inventory

Coordinated the daily operations organizing shifts schedules, performance reviews, managing of conflicts

Drove direct reports to consistently achieve quotes and meet and exceed goals

Facilitate personnel training/educational sessions to develop employees for growth and promotions

Ensure personnel adhere to company employee handbook policy/procedures

Cultivated strong B2B, vendor & client relationships that increased earnings

Coordinate with teams and local organizations/city of commerce to participate in events/activities within communities while marketing, promoting with product launchings.

Manage and coordinate financial reports, planned analysis budgets and budget forecasting, product development

Coordinated the purchase of cost – effective supplies & equipment adhering to merchandising standards.

Successfully implemented and developed incentive programs turned facility from bottom of the profit scale to the top 2 facilities revenue earners, KPI tracking

Delegated tasks and monitored overall performance in workplace.

Identified marketing trends to discover prime advertising opportunities boosting customer base,

Reported process, risk, time frames to senior management

Account Manager Mar 2009 - Jan 2012

Freight Co.

Managed freight Import/export logistics implementing key operational services monitoring progress and ensuring that services are delivered in timely fashion Coordinating with shipper & transportation companies

Validated and confirmed all ocean/air shipment bookings

Maintained and developed leads through healthy relationship liaison between US Customs, Brokers/Vendor's arranged of forwarding, follow-ups, tracing, tracking cargo, client products

Coordinate complex delivery schedules of materials for clients including the logistics of transporting cargo to meet deadlines or schedules at job site

Compliance ensured FDA regulations/contractual documents agreements are met legal binding agreements and requirements are fulfilled

Cultivated robust and trusting relationships with key stakeholders and clients

Assistant Manager Oct 2006 – Mar 2009

Footlocker

Developed a team which led to millions in product sales.

Strong team building with affirmation of the staff and effective communication

Maintained awareness of product knowledge of current and upcoming Product/Trends maximized store profitability

Reviewed production plans and analyzed reports & records, against forecasted results.

Leverage product presentation to create a drive for productivity and profitability

Creating/overseeing marketing campaign process for companies’ product launches

Account Manager Apr 2002 – Oct 2006

Viking Material/Product Supplier

Improved business efficiency by 25% by implementing broad knowledge of product.

Awarded a led customer solution & retention team of 12 for overall customer

satisfaction & top performer

Developed and cultivated lucrative relationships with new and existing clients

Won several weekly and monthly employee rewards sales/performances

Created strategic account development/formulating quotes.

Identify clients’ needs and effectively communicate sale processes.

Trained and mentored on solutions selling strategies, customers relationship management and customer engagement with advance product knowledge

Innate ability to understand customer needs and create innovative solutions that serve them.

Mentored and coached internal clients to achieve targets

Provided consultant reviews providing client feedback on performance

Community Project - Organized and coordinated by partnering up with community leaders and Chamber of Commerce to successfully manage company’s First Community Health Fair.

Community Project – Working with Schools, Chamber of Commerce, Local Business

Community Project – Working Coaching at risk youth in Basketball Program

Training

Project Management, Scrum, Six Sigma, Supply Chain Management and Capacity Planning

SOFTWARE

Dapps, Ocs, Mojo, Kronos, Kite Works, Excel, Word, Outlook, Power Point, Smart sheet, Salesforce CRM Software, Hive, Asana, Google Workspace

Key Skills

Financial Reports Budgets/Payroll, Account Payable, P&L

People Management, Teambuilding

Hiring, Onboarding, Training

Travel management

Vendor Management

Risk Management

Negations

Audits, Quality Control, Quality Assurance

Analytics

Human Resource

Customer Retention

Data Analyst