

# AVA C. AVALON

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## OPERATIONS MANAGEMENT

PROJECT & PROGRAM LEADERSHIP | CONTINUOUS IMPROVEMENTS

**Innovative, collaborative business leader** ensuring operational efficiencies and contractual compliance for management, manufacturing, and distribution organizations for more than 10 years; 5+ years directing large, multisite private transportation fleet operations. Confident balancing multiple priorities in dynamic, ambiguous environments. Energizing in aligning cross-functional team efforts. Going above-and-beyond to accomplish project and program success.

- **Attuned** to customer needs and **attentive** to project details. **Succinct** in communicating metrics and goals.
- **Deliberate** in establishing quality, service, and operational standards and leading teams to project success.
- **Innovative** in improving processes, simplifying workflows, optimizing productivity, and aligning team efforts.

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### COMPETENCIES

*Go-to resource possessing extensive business strategy, operational, and partner management expertise.*

Strategic Planning | Partnership Collaboration & Connections | Contract Negotiations, Compliance, & Enforcement  
Staff Development & Training | Performance Metrics, Benchmarks, & Goals | Risk Mitigation | Balancing Priorities  
Clear Communications | Cross-Functional Team Leadership & Collaboration | Vendor Management  
Problem Resolution | System Development | Standard Operating Procedures (SOPs) | Process Improvements  
Analysis & Data-Driven Decisions | Budgetary, Financial, & Fiscal Accountability | Accuracy | Asset Management  
Regulatory Standards | Procedural, Financial, & Regulatory Compliance Audits

*Guiding independent, autonomous, self-directed, & team project execution.*

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### CAREER NARRATIVE

#### TRANSPORTATION SPECIALIST, NQB Events, Chicago, IL 2019-Present

Recruited to contracted leadership role for Facebook employee transportation fleet, based on exemplary account management through A2Z Companies. Assessed existing operations, performed in-person bus inventory, located documented vehicles, and determined fleet health. Identified improvement opportunities, and built operational, financial, and reporting structure for 390+-bus fleet operations. Initiated and managed short-term leases and improved operational controls. Earned reputation for subject matter expertise – *product design to overall operations and controls*. Performed annual lease audits.

- **Brought vehicle operator (vendors) into contractual compliance.** Instituted inspection, repair, preventative maintenance (PM), and sanitation protocols; developed standards and devised ongoing process improvements. Tracked operational data and monitored rates.
- **Enabled data-driven decisions.** Compiled never-before-gathered details and developed improved expense and expenditure reporting, forecasting, and management. Researched and calculated finance and expense responses; interacted with Facebook finance and accounting departments and 3<sup>rd</sup>-party vendors. Coordinated improvements.
- **Formalized processes** and created ISO-level operational protocols. Wrote operating procedures (SOPs) and coordinated ongoing 3<sup>rd</sup>-party vendor and operator relationships – *currently 5 vendors and 4 operators*. Trusted to manage service provider relationships, installations, and contracts as external contractor, representing Facebook.
- **Saved \$1+ million in overpayments with improved controls** and shrewd negotiations. Performed audits, identified and corrected non-compliant charges, and negotiated credits. Located \$900,000 in overpaid leases, enforced bank-based vehicle return clause, and reclaimed insurance overpayments. Reduced operating costs.
- **Met regulatory mandates** – enforced by California Highway Patrol (CHP). Developed pre-trip checklist, communicated fleet requirements, and prepared operators for potential interactions and inspections. Created vehicle ghost-ride and maintenance check program aligned with CHP vehicle inspection mandates.
- **Advocated for passenger (customer) comfort** and improved functional ergonomics. Partnered with design and ergonomics teams in defining new bus purchase specifications. Addressed rider and service provider concerns.
- **Established pandemic response procedures.** Maintained fleet leadership, operator relationships, and operational oversight remotely during pandemic closure. Implemented cleaning protocols and secured required PPE.

123 Penguin Way | Orlando, FL 32808

### SPECIAL VIP ACCOUNTS, A2Z Companies, Winter Garden, FL 2016-2018

Promoted to manage key Silicon Valley account, and structure overall corporate house account management protocols.

Partnered with Facebook operations and fleet leadership team; guided definition and design of highly customized motor coaches – initial multimillion-dollar, 54-vehicle purchase order. Directed weekly customer calls. Provided high-touch account and fleet management services. Facilitated internal, external, and cross-functional team efforts – engineering, technology, dealer, and stakeholders. Led ongoing process improvement initiatives for employer and client. Evaluated, mitigated, and managed risk. Emerged as go-to for innovative and rapid resolutions.

- **Increased project revenue from \$38 million to \$113 million** in only 2 years. Contributed to product design, delivery, and solutions for 280 buses during tenure. Overcame delivery and fleet management issues.
- **Solidified customer trust.** Conducted on-site inspections and inventory of initial coach delivery, personally – in only 2 days. Mapped and executed correction strategy and brought vehicles to service level agreement (SLA) standards, as promised. Coached department managers in operational efficiencies and enhancements.
- **Implemented internal processes, procedures, and quality standards,** and documentation requirements in collaboration with engineers, technicians, and mechanics. Researched special requests, power requirements, and feature placement specifications. Addressed passenger-generated concerns during production process.
- **Expanded company customization and design capabilities.** Streamlined workflows, introduced quality and documentation protocols, captured project detail, and enabled individual product traceability. Wrote installation instructions and created glanceable production guidelines.
- **Reduced delivery lead times.** Coordinated basic coach delivery and overcame production delay details with 3 original-equipment manufacturers. Developed dealer-installed modification tracking system and introduced quality standards and inspections ensuring contractual adherence.

### EXECUTIVE ASSISTANT TO EVP, A2Z Companies, Winter Garden, FL 2014-2016

Hired to monitor private market manufacturing for newly minted, specialty vehicles department. Quickly advanced to full management, leadership, and master scheduling for specially commissioned, customized bus production and delivery. Documented repeatable processes and detailed specifications for one-time, custom features. Led team in beginning-to-end, contract-to-delivery negotiations and execution. Boosted profitability and met company goals.

- **Spearheaded specialty projects and partnerships** for senior and executive vice presidents. Assisted in product design and manufacture. Managed unit manufacturing for first-offender penal system project and recreational motor coaches. Piloted projects across operational functions.
- **Contributed to business development activities.** Supported private market, medium- and heavy-duty transit coach dealer network. Maintained industry, competition, and trend knowledge; identified market opportunities.

### OPERATIONS MANAGER, Healthy Devices, LLC, Orlando, FL 2012-2014

Handled office operations, quality assurance, and risk management for Puerto Rican-based hospital and health care distribution company. Led 12-person team in opening U.S. market. Performed routine quality control, material handling, freight logistics, equipment maintenance, and inventory control audits. Reconciled accounts and corrected errors.

- **Improved operations.** Partnered cross-functionally and galvanized efforts toward accuracy and improved service levels. Wrote and maintained standard operating procedures (SOPs) and policies. Managed resultant change.
- **Reduced customer response time** – delivery, quotations, and problem resolution. Served as manufacturer and sales team liaison; coordinated and created innovative service resolutions.
- **Achieved and maintained ISO 13485 accreditation.** Improved operations and boosted customer service levels to ISO and FDA standards (*for medical device quality management*). Developed and delivered training content.

### OPERATIONS ASSISTANT, Patton Dental, Sanford, FL 2010-2012

Orchestrated office operations across cross-functional, administrative functions for dental supply company. Improved processes, developed procedures, and streamlined financial and human resources workflows. Performed complex administrative, financial, and reporting tasks. Established performance goals and conducted monthly branch audits.

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## EDUCATION

**Bachelor of Arts (BA) Psychology,** University of Michigan, Ann Arbor, MI

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## LANGUAGES

**English and Spanish**