

Karna Cutolo

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Operations Manager | Customer Success Manager

An adaptable and organized professional with **years** of career progression in operations and customer service management. Effective at liaising with key clients, accounts and external business stakeholders offering the ability to leverage trends across industries to derive solutions and approaches focused on creating value for customers and profitability for company. Demonstrated ability to streamline processes and improve throughput through continuous modifications and cross-functional collaboration for efficiency and productivity. Focused and meticulous in all financial and regulatory compliance objectives to strategically plan and execute budgets, cost-reduction techniques and safety initiatives. Strong history of devising precise and targeted business operations plans, managing multi-faceted areas, reviewing performance and driving change. Energetically addresses customer requests and concerns to provide relevant information and options. Handles difficult situations with grace through resourcefulness and adaptability. Persistently shapes high-performing teams and inspires staff to achieve personal as well as professional goals.

SKILL AREAS: *Operations Management Customer Success Management Safety Management Leadership – Development Office Management Warehouse Management Inventory Planning B2B Service Management Customer Lifecycle Management Customer Escalation Management Account Management Sales & Marketing Strategies Sales Analysis & Forecasting Merchandising Management Budget Oversight Cross Functional Management Relationship Management UNC Coding Bootcamp(June 2020)*

PROFESSIONAL EXPERIENCE

FORWARD AIR, GARNER, NC (Jan 2019 – Mar 2019) □ Delivery Reconciliation Specialist

- Reconciled all delivery runs and returns; developed pertinent schedules, reports and conducts recurring inventories of supplies and property by implementing organized inventory management systems.
- Coordinated with in-house teams to promote accurate and timely processing of orders for customers; supervised daily incoming and returning deliveries.
- Delivered necessary leadership and training to the contract drive teams; instructed on proper paperwork completion and accountability for all KPI's; stimulated team receptiveness towards policy changes.
- Maintained up-to-date reports for timely finalization of trucks and accurate payroll calculation

U&B TRANSPORTATION, CARNEY'S POINT, NJ (Jun 2016 – Jan 2019) □ Small Business Consultant

- Guided for all round business development; delivered strategic recommendations to improve sales and marketing.
- Restructured the payroll system; upgraded the inventory maintenance, billing and invoicing process.
- Trained and mentored different teams to improve productivity, meet targets, and handle customers.

ADORYLBULL GROOM & BOARD, CLAYTON, NC (Mar 2016 – Dec 2016) □ Small Business Consultant

- Administered a new payroll, billing, and invoice system; implemented inventory maintenance and control.
- Coached to manage human resource (interviewing, hiring, and training) to provide good customer service.
- Devised sales and marketing tactics to expand market share and enhance revenue generation.

PROFESSIONAL HEALTH SERVICES, INC., HAVERTOWN, PA (Aug 2010 – Oct 2015) □ Director of Operations

- Directed a multi-disciplinary team consisting of up to 40 remote technicians, 3 account managers, and an admin staff of up to 6; assessed performance reviews, to ensure engaged and skilled workforce.
- Slashed technicians' attrition rate by 7% via potent mentorship and improving overall department performance; undertook interviewing, hiring, and coaching of employees; created a formal on-boarding program for new hires.
- Implemented efficient logistical (routing, hotels, car rentals, flights) amendments to reduce company costs and generate revenue; reduced transportation costs (5% in 2011, 2% in 2012, and consistent in 2013 and 2014).
- Served on-site to manage events, supervise staff from diverse branches, and resolve disputes; boosted employee productivity on over 1300 programs annually by efficient team leadership and providing constructive feedback.
- Evaluated complete performance by gathering, analyzing and interpreting data and metrics; produced over 1300 operational reports capturing KPI's and process improvement data to ensure smooth progress.
- Liaised with C-level executives to devise strategies for 360-degree development and influence in the organization.
- Communicated on-site with clients to resolve escalated issues by determining causes and calm engagement.

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PRIOR EXPERIENCE

RAYMOUR & FLANIGAN FURNITURE, MONMOUTH JUNCTION, NJ (APR 2002 – JAN 2010) □ Assistant Customer Delivery Manager/Operations Manager

- Managed the operations of a 300,000 sq. ft. Customer Service Center/Micro-Distribution Center encompassing safety, loss prevention, shipping/receiving, and inventory control.
- Analyzed invoices for accuracy prior to approval for payment on over 4k pieces of furniture while monitoring product handling, loading, placement and inbound/outbound flow.
- Spearheaded superior inventory results through training and accountability – taking inventory results from over 700 discrepancies to a facility record of 18 within a calendar year.
- Cultivated and enforced a safety culture through constant training, observation, inspection, demonstration, and reinforcement that led to a record 335 days injury free.
- Fostered a “promote from within” culture with a succession planning program resulting in the promotion of 6 associates.
- Directed the daily activities of 27 delivery teams and call center team such as Safety, Delivery Completion, Routing, Product Handling, Scheduling, and Customer Service.
- Spearheaded a revision of the commission-based payroll system as part of a 4-person, elite, task force.
- Ensured proper staffing and scheduling through complete oversight of scheduling (vacations, sick leave, PTO) as well as all payroll entries and timecard approvals.
- Served as liaison between delivery teams, customers, store sales partners having parties updated in all departments

PIER 1 IMPORTS, POUGHKEEPSIE, NY (Jun 1992 – Feb 2001) □ Store Manager

- Managed all daily store operations of a mid-volume store, development of up to 25 associates and supervisors, and profit performance.
- Drove sales volume up \$800k over 5 years by developing comprehensive strategies to meet or exceed goals such as promoting and replenishing specific merchandise identified through sales trend analysis, proper product mix and presentation as well as building a strong customer base.
- Mentored and provided direction for market stores while maintaining Poughkeepsie store experience.
- Hired 3 and developed 4 successful store managers and multiple supervisors.
- Responsible for daily operations including customer service/sales, cash management, inventory receipt/ordering, merchandising/sales prep, scheduling, staffing, hiring, training, sales/credit promotions as well as reports (sales, inventory, reconciliation).
- Chosen as pilot store for rollout of Pier 1 Bridal Registry Program resulting in #1 regional placement.

PROFESSIONAL DEVELOPMENT & CREDENTIALS

Bachelor of Business Administration, Rochester Institute of Technology, Rochester, NY

Graduate Gemologist, Gemological Institute of Technology, New York, NY

Technical Skills: ACT, GERS, Route View, Microsoft Office Suite (Word, Excel, PowerPoint)