

Operations Manager

Highly analytical and resourceful professional with substantial experience in driving financial performance, managing accounting systems, and aligning operational strategies with long-term business objectives.

Skilled in administering full-cycle bookkeeping, multi-state payrolls, AP/AR cycles, and regulatory certifications to sustain fiscal integrity and support organizational growth. Known for executing process improvements that reduce inefficiencies, control costs, and increase transparency. Proficient in improving cash flow visibility, conducting high-precision reconciliations, and fostering transparent financial reporting practices that support executive decision-making. Creative-thinker with remarkable efficiency in coordinating vendor relationships, negotiating pricing / contracts, and ensuring timely logistics to sustain inventory and service continuity.

Areas of Expertise

Operations Management | Financial Reporting & Analysis | Bookkeeping & General Ledger Accounting | Cost Optimization Strategies
Accounts Payable & Receivable | Cash Flow Optimization | Team Management & Training | Critical Thinking & Problem-Solving

Career Experience

Kaswell Flooring Systems Ashland, MA

2016 – Present

Operations Manager/Bookkeeper

Optimize vendor relations and pricing strategies by actively communicating with suppliers to monitor lead times and negotiate favorable terms. Strengthen compliance and industry credibility by maintaining all FSC and LEED accreditations as the lead consultant. Streamline payroll operations and ensure timely compensation by processing payroll and maintaining records in compliance with state regulations. Supervised cross-functional team of three by assigning tasks, setting performance goals, and providing regular coaching. Manage employee schedules and address HR-related concerns to maintain team cohesion and compliance.

- Boosted operational efficiency by reviewing freight invoices, coordinating pickups, and depositing checks daily using QuickBooks.
- Improved financial accuracy by reconciling accounts monthly, balancing books, and ensuring timely tax payments across three states.
- Accelerated cash flow / reduced delays by processing accounts payable, sending invoices / receipts, and managing ACH/wire transfers.

Rebecca K Garcia

Kenneth Crosby/DXP Hopkinton, MA

2013 – 2016

Office Administrator

Supported procurement activities by reviewing and correcting all purchase orders to prevent fulfillment delays / inventory discrepancies. Strengthened inventory control by analyzing and reporting on monthly stock items, enabling informed purchasing and stock level decisions. Streamlined leadership support by assisting the Branch Vice President in day-to-day operations and strategic initiatives.

- Increased quote response efficiency by executing all quote requests, sourcing timely and accurate information from suppliers.
- Reduced backorders and improved customer satisfaction by managing all open and past-due orders through follow-up and resolution.
- Accelerated sales operations by supporting the sales team with order processing and resolving customer inquiries to drive service excellence.

Essential Salon Products Holliston, MA

2010 – 2013

Junior Buyer

Initiated first purchase orders across assigned categories; drove efficient onboarding of new SKUs and category performance. Strengthened buying strategy by evaluating sales data and trend forecasts to adjust merchandise mix and pricing in real time. Supported forecasting precision by executing merchandise analysis projects to support long-term planning and budget alignment.

- Improved inventory accuracy by investigating and resolving discrepancies; lowered return rates.
- Reduced stock imbalance by coordinating with vendors to secure timely deliveries and minimize excess inventory.
- Accelerated product pipeline by leading vendor meetings and selecting high-potential items for purchase and rollout.
- Maximized margins by negotiating vendor costs to secure best-value merchandise while aligning with promotional strategies.
- Boosted catalog performance by collaborating on bimonthly promotional planning; highlighted seasonal items that drove sales lift.
- Expanded assortment by sourcing innovative products at national trade shows and onboarding vendors for warehouse distribution.
- Increased revenue by launching new product lines after identifying gaps through market analysis across fabrication, style, and pricing.

Additional Experience

Office Manager/Administrative Assistant, The Eagle Leasing Company Southboro, MA

Education

University of Massachusetts Amherst – Amherst, MA

Franklin High School – Franklin, MA

Rebecca K Garcia

Licenses & Certifications

QuickBooks Certified – Levels I & II

DOT Hazmat Shipping Certified

Payroll Certification

Notary Public

Technical Proficiencies

Microsoft Office Suite (Word, Excel, Outlook, PowerPoint), QuickBooks, ACT CRM Implementation & Training, LEED & FSC Compliance Consulting, DOT Shipping Procedures, Payroll Systems