

# Monice Tedrow

Operations Manager

## Profile

I am an experienced operations manager with a proven track record in streamlining processes and improving efficiency. I have experience managing teams of all sizes, both in the private and public sector. My skills include effective communication, problem solving, and team building. I am confident that I can provide significant value to any organization as an operations manager.

## Employment History

### Operations Manager at Microsoft, WA

Apr 2022 - Present

- Led a team of 15 in the implementation of a new inventory management system which resulted in reduced stock-outs by 25% and increased productivity by 10%.
- Managed daily operations for 100+ employees across 3 shifts, ensuring adherence to company policies and procedures while also maintaining high levels of employee engagement.
- Facilitated the onboarding process for new hires, orienting them with company culture and expectations as well as training them on product knowledge and use cases.
- Demonstrated expertise in project management when spearheading the successful rollout of a new CRM system across all departments; gained widespread user adoption through thoughtful change management strategies 4 months ahead of schedule.
- Implemented effective cost saving measures that trimmed \$15000 from departmental budgets without compromising quality or service levels.

### Operations Associate at Meta, CA

Jul 2018 - Feb 2022

- Achieved targeted operational KPIs including safety, quality, delivery, and productivity while reducing costs by 10%.
- Led a team of 50+ employees across 3 shifts in a fast-paced manufacturing environment.
- Implemented new Lean Manufacturing principles that improved first time pass rate by 15%.
- Championed the launch of 4 new products within 6 months; ensuring on-time delivery with zero defects to customers globally.

## Certificates

### Agile Certified Practitioner (ACP)

Nov 2018

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## Education

### Bachelor's degree in Business at Northwestern University, Evanston, IL

Aug 2014 - May 2018

I learned how to use various business software applications, including Microsoft Office Suite and enterprise resource planning (ERP) systems. I also gained strong analytical, problem-solving, and project management skills.

## Links

[linkedin.com/in/monicetedrow](https://www.linkedin.com/in/monicetedrow)

## Skills

Operational Management

Budgeting and Financial planning

Project management

People management

Process improvement

Risk management

Quality assurance

## Languages

English

Mandarin