

MichaelFlood

Skills

Proven leadership skills	Effective problem resolution
Project coordination	Inventory oversight
Database administration using MS Access	Comprehensive analysis
Workflow efficiency	Strategic business planning
Team building	Process optimization
Client relationship management	Workforce development

Professional Summary

Talented Manager with expert team leadership, planning, and organizational skills built during successful career. Smoothly equip employees to independently handle daily functions and meet customer needs. Diligent trainer and mentor with exceptional management abilities and results-driven approach.

Reliable Area Manager successful at operating in high-volume, fast-paced environment. Skilled in leading teams to meet objectives on stringent timelines. Empowering leader with superior communication and collaboration abilities demonstrated over more than 10 years of management performance.

Work Experience

Area Manager II, Operations

Amazon Fulfillment | Sacramento, CA

- Restructured the Problem Solve department, including all aspects of training, accomplishing a consistent performance $\geq 5\%$ over cost for the department
- Supervised teams as large as 200 associates and have turned all of my teams from Worst on shift (when I got them) to Best in Productivity. My teams saw, on average, a 20% improvement
- AA Safety score of 100% and consistent LBI $\geq 95\%$
- Developed and enacted programs to increase Productivity overall by creating better adherence to FIFO - Trailers within SLA increased more than 25%
- Decreased IRDR Count DPMO from more than 36k to less than 3k
- Streamlined the communication process between inbound and Outbound to increase Productivity with special orders

Adjunct Instructor

West Texas A&M | Canyon, TX

- Taught multiple sections of Theatre Appreciation, Playwriting Workshops

Graduate Assistant and Instructor

Texas Tech University | Lubbock, TX

- Created all marketing materials for the Department of Theatre and Dance; introduced new concepts that save more than 10% overall on printing costs
- Taught multiple sections of Acting, Acting for the Camera, Acting and Playwriting workshops

Lead Auditor

Morton Golf LLC | Sacramento, CA

- Supervised group of auditors, tracked financial trends: Investigated/resolved/reported financial anomalies/threats; Also a strong hand in Loss Prevention/Investigation
- Under my watch, the annual variance on \$10M+ in revenue was $<.001\%$
- Created, implemented cashier training program including writing all manuals for positions responsible for revenue at the customer level which increased cashier accuracy by 50% within 4 months
- Built Access database to more easily store, track, report all revenue

Education

Master of Fine Arts | Theatre

Western Illinois University | Macomb, IL

Bachelor of Fine Arts | Theatre

Utah State University | Logan, UT