

MichaelFlood

Skills

Proven Leadership Skills	Excellent Computer and Design Skills
Project Coordination	Effective Problem Resolution
Effective Communication - Written/Oral	Comprehensive Analysis
Workflow Efficiency	Strategic Business Planning
Client Relationship Management	Process Optimization

Education

Master of Fine Arts | Theatre
Western Illinois University | Macomb, IL

Bachelor of Fine Arts | Theatre
Utah State University | Logan, UT

Professional Summary

Talented Marketing and Public Relations specialist with more than ten years' experience in the field; well known for excellent research and writing skills, as well as a strong attention to detail. Also, more than two decades' worth of experience cultivating excellent skills in Design (print and web) and Advertising Production (writing, producing in radio, television, and online).

Reliable Manager who is successful at operating in a high-volume, fast-paced environment. Skilled in leading teams to meet objectives within strict deadlines. Empowering leader with superior communication and collaborative abilities demonstrated over more than 10 years in management.

Relevant 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

Graduate Assistant: Marketing, PR, Community Relations, Instructor

Texas Tech University | Lubbock, TX

- Created all marketing materials for the Department; Introduced marketing concepts that saved more than 10% overall
- Taught multiple sections of Acting, Acting for the Camera, Theatre Appreciation; Acting and Playwriting workshops

Lead Auditor

Morton Golf LLC | Sacramento, CA

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

Graduate Assistant: Marketing, PR, Instructor

Western Illinois University | Macomb, IL

- PR, Marketing, Graphic Design for Theatre Department
- Teaching assistant; Lecturer

Public Relations/Marketing: PR Director

Utah State University Department of Theatre | Logan, UT

- Marketing: Design of all Marketing Materials
- Supervising Employees, Front of House, Backstage and Department Tours
- Public Relations: Press Releases, Audience Development, Patron Relations
- All Scheduling, Budgeting, Vendor Relations

Graphics/Writer: Designer, In-House Marketing Specialist, Critic, Features Writer

The Herald journal | Logan, UT

- Designed Advertising for numerous regular accounts
- Developed all In-House Marketing, National NIE Campaigns, Creation, Design, and Layout of all Special Sections
- Film Columnist and features Writer with more than 350 articles under byline