

Rhonda Reed

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Quality-driven Operations Analyst skilled at collecting and analyzing information. Veteran forecaster with skills in generating reports and presenting trends in order to help business plan and improve operations. Bringing 6 years of experience with 1 companies and passion for making a difference. Motivated and results-driven Operations Analyst with proven track record in data analytics and process optimization. Identify business needs and develop valuable solutions to drive accuracy and process efficiency. Drive business effectiveness through recommendations based on data findings. Highly-motivated employee with desire to take on new challenges. Strong worth ethic, adaptability and exceptional interpersonal skills. Adept at working effectively unsupervised and quickly mastering new skills. Hardworking employee with customer service, multitasking and time management abilities. Devoted to giving every customer a positive and memorable experience. Organized and dependable candidate successful at managing multiple priorities with a positive attitude. Willingness to take on added responsibilities to meet team goals.

Authorized to work in the US for any employer

Work Experience

Operation Analyst

Alorica - Omaha, NE

April 2023 to Present

- Supported supervisor and associated team members to maintain system functionality.
- Created and managed operational databases to store and track data and maintain accurate information.
- Worked with engineers and technical staff to recommend hardware and software adjustments and resolve design flaws.
- Designed plans to improve operations and suggested changes to systems for overall organization.
- Conducted data analysis to identify opportunities for streamlining client operations and improving customer satisfaction.

Operations Team Manager

Alorica - Omaha, NE

April 2017 to April 2023

- Cultivated and strengthened lasting client relationships using strong issue resolution and dynamic communication skills.
- Tracked trends and suggested enhancements to both challenge and refine company's product offerings.
- Scheduled employees for shifts, taking into account customer traffic and employee strengths.
- Set, enforced, and optimized internal policies to maintain responsiveness to demands.
- Recruited, hired, and trained initial personnel, working to establish key internal functions and outline scope of positions for new organization.
- Introduced new methods, practices, and systems to reduce turnaround time.

- Implemented business strategies, increasing revenue and effectively targeting new markets.
- Updated and resolved incidents and managed accessorial charges objectively while maximizing profit.
- Developed systems and procedures to improve operational quality and team efficiency.
- Analyzed and reported on key performance metrics to senior management.
- Reported issues to higher management with great detail.
- Interacted well with customers to build connections and nurture relationships.
- Implemented innovative programs to increase employee loyalty and reduce turnover.
- Tracked employee attendance and punctuality, addressing repeat problems quickly to prevent long-term habits.
- Observed each employee's individual strengths and initiated mentoring program to improve areas of weakness.
- Trained and guided team members to maintain high productivity and performance metrics.
- Assisted in recruiting, hiring and training of team members.
- Supervised operations staff and kept employees compliant with company policies and procedures.
- Identified and qualified customer needs and negotiated and closed profitable projects with high success rate.
- Trained new employees on proper protocols and customer service standards.
- Led hiring, onboarding and training of new hires to fulfill business requirements.

Paraprofessional

Omaha Public Schools - Omaha, NE

April 2019 to September 2019

- Supported students throughout academic instruction and assignments.
- Offered students personalized educational, behavioral and emotional support.
- Communicated and collaborated well with educators from various grade levels.
- Customized small group and individual classroom activities based on differentiated learning needs.
- Applied positive reinforcement to redirect negative behaviors.
- Supplied one-on-one attention to each student during group activities.
- Assisted children at stations during small-group learning periods.
- Observed students to help teachers identify potential learning blocks and opportunities for support.

Visitation Specialist

Beneficial Behavioral Health Services - Omaha, NE

October 2014 to June 2015

- Kept transportation operations in compliance with company, legal and safety requirements.
- Identified appropriate community resources and provided referrals for services.
- Worked with care team to assess client needs and discuss collaborative treatment efforts.
- Established behavioral modification goals and assessed progress toward goals.
- Maintained confidentiality through stringent handling of charts and data.
- Used job-related software to compose or prepare correspondence, case notes and technical reports
- Built trust and rapport with victims of violent crimes by remaining calm and compassionate in variety of situations.
- Counseled parents on proper child-rearing choices.
- Directed daily transportation of children

Sales Associate

Walmart - Omaha, NE

March 2014 to May 2015

- Engaged customers in friendly, professional dialogue to determine needs.
- Helped customers find specific products, answered questions and offered product advice.
- Answered incoming telephone calls to provide store, products and services information.
- Completed daily recovery tasks to keep areas clean and neat for maximum productivity.
- Collected payments and provided accurate change.
- Worked with fellow sales team members to achieve group targets.
- Developed trusting relationships with customers by making personal connections.
- Assessed customer needs to provide assistance and information on product features.
- Arranged new merchandise with signage and appealing displays to encourage customer sales and move overstock items.
- Maintained knowledge of current promotions, exchange guidelines, payment policies and security practices.
- Assisted teammates with sales-processing tasks to meet daily sales goals.
- Trained new team members in cash register operation, stock procedures and customer services.

Lead Daycare Teacher

Smart Start - Omaha, NE

August 2012 to February 2014

- Supported children's emotional and social development by adapting communication tactics for differing client needs.
- Implemented hands-on, play-based strategies for experiential learning.
- Organized and led activities to promote physical, mental and social development.
- Supervised circle time, free play, outside play and learning and developmental activities.
- Sparked creativity and imagination by helping children discover new things each day.
- Controlled classroom environments with clearly outlined rules and positive reinforcement techniques.
- Enhanced sensory abilities by giving children access to numerous textures and shapes.
- Developed and enforced positive strategies to encourage good behavior.
- Read aloud and played alphabet games to encourage early literacy.
- Taught children foundational skills in colors, shapes and letters.
- Communicated with children's parents and guardians about daily activities, behaviors and problems.
- Introduced learning activities and imaginative play to teach children to explore.
- Monitored children's play activities to identify additional learning opportunities or behavioral issues.
- Observed behavioral issues to alert parents or guardians.
- Communicated with parents regularly to maintain student progress, schedule meetings and increase overall student happiness.

Education

College Degree in Nursing

Metropolitan Community College Area - Omaha, NE

May 2011 to Present

High school diploma

Omaha South Magnet High School

January 2008 to May 2011

Skills

- Microsoft Word (8 years)
- Microsoft Office (8 years)
- Cash Register (3 years)
- Money Handling (3 years)
- Customer Service (4 years) (6 years)
- Call Center (4 years) (6 years)
- Customer support (6 years)
- Teaching (8 years)
- Powerpoint (8 years)
- Classroom Training (6 years)
- Typing (8 years)
- Filing (6 years)
- Time management (6 years)
- Sales Experience (2 years)
- fast learner (8 years)
- Word (8 years)
- Management Experience (6 years)
- Retail Sales (2 years)
- Leadership Experience (6 years)
- Manufacturing Experience
- Telemarketing (4 years)
- CPR Certified ASSESSMENTS Customer Service Skills -- Familiar October 2018 Measures a candidate's skill in evaluating approaches to customer service & satisfaction. Full results: <https://share.indeedassessments.com/share>
- assignment/jdlogljgo7qjtzya Indeed Assessments provides skills tests that are not indicative of a license or certification, or development in any professional field.
- Teaching (8 years)
- Social Work (2 years)
- Toddler Care (8 years)
- Case Management (2 years)
- Production management (6 years)
- Recruiting (4 years)
- Healthcare (1 year)
- Classroom Management (8 years)
- Childcare (8 years)
- Communication skills (6 years)
- Customer Care (8 years)
- Front Desk
- Microsoft Excel (6 years)

- Supervising Experience (6 years)
- Microsoft Word
- Microsoft Office (8 years)
- Microsoft Outlook
- Experience with Children (10+ years)
- Tutoring
- Experience Working With Students
- Early Childhood Education
- Research
- Math
- Behavioral Health
- Behavior Management
- Sales
- English
- Behavioral Therapy
- Management
- Customer service
- Interviewing (6 years)
- Conflict Management
- Microsoft Access
- Medical office experience
- Records management
- Curriculum Development
- Classroom experience
- Documentation review
- Food service
- Data entry
- Program Development
- Microsoft Publisher
- Driving
- Windows
- Microsoft Powerpoint
- SharePoint
- Analysis skills
- Employee evaluation
- Motivational interviewing
- Management (6 years)
- Communication skills
- Organizational skills
- Childcare

- Teaching
- Lesson planning
- Quality Assurance
- Receptionist (2 years)

Languages

- English - Expert

Assessments

Customer Service Skills — Proficient

October 2018

Measures a candidate's skill in evaluating approaches to customer service & satisfaction.

Full results: [Proficient](#)

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