ANGELO SAKAINO

OPERATIONS SUPERVISOR

CONTACT

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Pittsburgh, PA 📍
[LinkedIn](#) 🔗

EDUCATION

Associate of Science
Business Administration
Penn State University
2006 - 2008
State College, PA

SKILLS

Microsoft Office Suite
Scheduling
Data Analysis
Sales
Software
Troubleshooting
Internet Security

WORK EXPERIENCE

Operations Manager

Amazon

2016 - current / Pittsburgh, PA

- Utilized marketplace data to identify delivery trends and adjust schedules, decreasing delays by 31%
- Collaborated with 8 managers to establish staff schedules according to personal preferences and holiday availability
- Implemented mandatory breaks during deliveries to decrease accidents and increase staff health, increasing employee retention by 63%
- Analyzed 3 budgets to determine extraneous spending and shifted funds to truck maintenance, decreasing truck failures by 53% and increasing efficiency by 29%
- Initiated 9 social media campaigns, engaging 70K+ on each post and boosting reach by 39%

Operations Supervisor

Concord Hospitality Enterprises

2012 - 2016 / Pittsburgh, PA

- Calculated budgets for 3 departments and suggested cuts, reducing extraneous spending by 16%
- Restructured staff training program to include personal progress reports, increasing efficiency by 34%
- Attended quarterly symposiums on management strategies, reducing employee turnover by 17%
- Researched and implemented new management software for each location, reducing labor costs by 28%

Operations Analyst

Genesis10

2008 - 2012 / Pittsburgh, PA

- Compiled raw data regarding customer service interactions, identifying points for improvement and recommending solutions, increasing customer satisfaction by 63%
- Implemented new Internet safety guidelines, reducing the likelihood of a breach by 59%
- Calculated hypothetical statistical outcomes of adding new software products, contributing to marketing plans that increased company growth by 12%
- Collaborated with IT and marketing team to digitize procedures manual, reducing time-to-productivity by 28%