




CARLA RUIZ

OPERATIONS SUPERVISOR

CONTACT

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Pittsburgh, PA 

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EDUCATION

Business of Business
Administration

Penn State University
2005 - 2009
State College, PA

SKILLS

Microsoft PowerPoint
People Management
Detail Oriented
Teamwork
Scheduling

WORK EXPERIENCE

Operations Supervisor

Uno Health

2013 - current / Pittsburgh, PA

- Restructured supply flow, reducing operational costs by \$300K+
- Calculated budgeting needs for 4 departments, implementing plans to ensure departments operated within budget
- Crafted expense-reduction plan that included restructuring staff training, resulting in a 4% increase in company margins
- Attended 2 quarterly symposiums on management strategy, improving staff satisfaction that reduced turnover by 9%
- Researched and implemented cutting-edge technology and software at location, which reduced man hours by 45 a month

Operations Manager

Uber

2011 - 2013 / Pittsburgh, PA

- Utilized marketplace data, identifying potential driver trends and adapting marketing to increase driver sign-up rates by 18%
- Collaborated with 50+ drivers, sharing best practices and responding to concerns, to increase the number of accepted rides per shift by 20%
- Spearheaded the formation of an incentive program, allowing drivers to earn gas points and free Uber rides after making 3+ successful driver referrals
- Initiated 10 campaigns and competitions on social media, engaging 15K+ on each post and boosting Uber use by 6%

Operations Analyst

Wix

2009 - 2011 / Pittsburgh, PA

- Compiled raw data, identifying points for enhanced efficiency and presenting findings at stakeholder meetings
- Handled data visualization using Python, generating solutions for company shortcomings and increasing net profits by \$9K
- Calculated hypothetical statistical outcomes of altering Wix models, contributing to marketing plans that increased company growth by 20% in 2011