

MIKE MAWHORTER

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EXPERIENCED PROBLEM-SOLVER & LEADER

- Sales • Logistics, Operations • Innovative Solutions • Fleet/Crew Management • Performance Analysis • Scheduling
 - Focused on Safety Training • Leadership • Team Player • Customer/Vendor Relationships • Technology Integration
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PROFESSIONAL EXPERIENCE & POSITIONS

Operations Manager

Patch Digital Media - June 2022 to present

- Sales • Marketing • Solutions architect • Project management • Systems efficiency • Documentation and organization
- Personnel management • CRM implementation • Resource recruiting and training • Legal document proofreading

General Manager, Owner

Pilot Pool & Spa - February 2019 to February 2023

- Manage revenue, expenses, operations, sales, marketing, billing, purchasing and customer service
- Optimize schedules, equipment maintenance, and resources to improve efficiency and safety
- Network with other owner-operators, technicians, and industry experts

Director, Operations & Logistics

FedEx Ground & Home Delivery Contracted Service Provider

Top Notch Delivery - May 2014 to June 2019

- *Specific achievement: Personally overtook management of 3 poorly producing teams of 5-10 routes, developed optimization tools, and led each to smooth, productive operations within a year*
- Minimum under direct supervision per crew of 13 drivers: 10,000 packages delivered, 2000 picked up, 6000 stops
- Analyze driver performance and optimize routes to increase efficiency and safety, in accordance with FedEx policies and U.S. DOT regulations, in 5 FedEx Ground and Home Delivery terminals
- Provide both high-level and detailed logistical oversight for operations across the SF Bay Area
- Hire, train, manage, and provide support for employees in a fast-paced and stressful workplace
- Manage fleet, safety equipment, gas cards, payroll, project costs, daily/seasonal crew adjustments
- Maintain constant effective communication with FedEx management, customers, and vendors

Project Manager

Bee Green Recycling & Supply - March 2012 to June 2014

- Inspect, verify, and log incoming and outgoing material inventories per state regulations
- Produce and manage three websites and a video series for the parent company and subsidiaries
- Develop and maintain relationships with customers and vendors
- Handle and verify cash flow from daily operations, operate heavy machinery, inspect for asbestos

Project Manager, SEO Account Manager, Marketing Specialist

Sequoia Technologies Internet Marketing Services - March 2010 to September 2011

- Prepare monthly performance analysis reports for management and for clients
 - Create sales, support, education and marketing pieces for print, web, and live digital display, including written documents, slide presentations, and videos (including a lengthy classroom environment video series)
 - Collaborate with Accounting, Engineering, Project Management, Support and Sales departments
 - Manage up to 50 concurrent SEO customers with Salesforce CRM
 - Communicate with customers via telephone, email, and online chat platforms
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EDUCATION & PROFESSIONAL DEVELOPMENT

Bachelor of Arts in Communication, Electronic Media The Master's University, Santa Clarita, CA

Add'l coursework: Acctg. for Business Decisions, Intermediate Financial Acctg. 1&2 Santa Clara University