

ANDREW N. EDWARDS

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PROFESSIONAL SUMMARY

Dedicated and results-oriented Operations Manager with over seven years of experience in overseeing and optimizing business processes.

SUMMARY OF EXPERIENCE

BERKLEY ASSETS INSURANCE, OPERATION MANAGER

NOV 2014 – PRESENT

- Developed and implemented strategic plans to optimize operational efficiency.
- Led cross-functional teams to achieve departmental goals and objectives.
- Managed and controlled budgets, ensuring cost-effectiveness and financial sustainability.
- Conducted regular process audits to identify bottlenecks and areas for improvement.
- Oversaw end-to-end supply chain operations to ensure timely and cost-effective delivery.
- Established strong relationships with suppliers to enhance reliability and reduce lead times.
- Developed and monitored key performance indicators (KPIs) to assess operational performance.
- Implemented quality control measures to ensure products/services met or exceeded standards.
- Managed and executed projects from initiation to completion, meeting deadlines and objectives.
- Prepared and executed contingency plans to address unforeseen challenges.
- Presented operational updates and reports to executive vice president.
- Utilized Enterprise resource planning systems and other tools to streamline processes and data management. Hires, develops, and coaches employees for results delivery.
- Developed and implemented strategic plans to streamline workflow, reduce costs, and improve overall productivity.
- Cultivated a positive and collaborative work environment, fostering open communication and teamwork.
- Oversee policy processing systems, underwriting, and implementation of state and federal regulatory requirements. Monitor legislative changes that affect both underwriting and claims.

HERTZ, BRANCH MANAGER

JAN 2012 – NOV 2014

- Collaborated with other branch managers to oversee sales representative territories for potential sales and rentals, communicating with customers and the sales force regarding equipment needs while maintaining a solid profit margin to increase market share.
- Reduced company expenses by identifying cost-effective changes such as fuel expenses, staff hourly time management, and negotiating re-rental rates.
- Successfully provided and managed monthly payroll, budgeting, P&L, and sales expense reports.
- Coordinating and dispatching staff for all site projects and daily tasks.
- Created and managed dispatch reports for tracking Special equipment fleets, expirations of certifications, PM services, DOT inspections, and 90-day inspections for fleets.
- I supervised and oversaw the day-to-day workflow operations for a team of nine employees.
- Resolving conflicts or complaints from customers and employees.

- Led the sales team to surpass four straight quarters and received the 2014 award for the highest profit margin in the New England region. received the highest honor from the company's president for improving revenue and customer satisfaction.

AQUA BLASTING, TEAM LEAD ASSEMBLER

JUNE 2010 – DEC 2012

- Inspect completed parts to ensure the quality of each piece manufactured and verify that each piece meets specifications.
- Study blueprints, parts lists and assembly instructions to understand the specifications of the product you need to assemble.
- Fix problems with assembly process by changing settings on machinery being used or turning to a supervisor to get more resources
- Maintain equipment by scheduling regular maintenance, troubleshooting malfunctions, getting timely repairs and following the manufacturer's instructions in order to ensure a long service life

EDUCATION:

CENTRAL CONNECTICUT STATE UNIVERSITY, New Britain, CT 2022- 2023

Master of Business Administration (MBA)

EASTERN CONNECTICUT STATE UNIVERSITY, Willimantic, CT 2008 -2012

Bachelor of Arts in Economics

PROFESSIONAL LICENSE & Certificate:

All Lines Insurance Claims Adjuster License State: TX and CT **2012 – Present**

Certified Lean Six Sigma Black Belt Professional **2023 - Present**

Commercial Driver's License (**CDL Class A**) **2020 - Present**

SKILLS

- Project management, analytical thinking, leadership, strategic negotiation, innovative abilities, communication, problem-solving, interpersonal skills, cross-functional cooperation, budget management, inventory control, performance metrics, and strategic planning.