

Ryan J. Garofalo, B.S.

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Professional Summary:

An Operations Professional experienced in overseeing multi-site HR functions, collaborating with teams to accomplish departmental project scheduling & budgetary objectives, managing a Fortune 500 customer account & projects budget, and streamlining systems for optimal-use; resulting in effective & efficient program management processes that foster a seamless, relationship-focused customer experience.

Professional Skills:

Human Resource/Project Management; Customer/Contractor Relations; Negotiating Contracts; Team Leadership/Collaboration; Supervision; Overseeing Budgets, Project Costs, Estimates, Scheduling, Manufacturing, & Logistics; Presenting; Microsoft Office Suite (Word, Excel, Access, Publisher, PowerPoint, & Outlook) Adobe, Drop-Box, Epicor (Project/Program Management Software Tool), and Ulti-Pro (Human Resources Information System).

Professional Experience:

Human Resources Associate

The Rader Group, Miramar Beach, FL

January 2017 – Current

Responsibilities:

Overseeing and executing school facility safety initiative projects; Managing bids, budgets, contractors, quality control, and scheduling for school improvement projects; Leading & spear-heading the new-hire onboarding, evaluation, and off-boarding process; Presenting/briefing leadership on school facility projects scheduling/timelines/costs; Recruiting teams and staff for three charter schools via online job boards, phone calls, and career fairs; Organizing employee development/training opportunities and certification renewals; Developing and managing the transportation training program; Administering employee evaluations and reporting to the Florida Department of Education; Designing public relations/marketing content for career fairs and three school websites.

Accomplishments:

- Led our schools facility safety initiatives by collaborating with multi-site teams to secure three school campuses equipped with the latest security cameras, buzzers, and digital lobby guards under budget and ahead of schedule.
- Planned and organized and hired various contractors/vendors to reconfigure the school campus layout which allowed the school to accommodate for a safe, single-point entry system.
- Oversaw the contractor bidding, scheduling, quality control, and invoicing for our schools improvement projects which enabled our schools to save an additional \$30,000 in reserves, and completed the projects before the anticipated completion dates.
- Developed and streamlined our firm's employee onboarding process which reduced the onboarding time from 45 minutes to 15 minutes saving the organization 13 hours of time per semester.
- Created the marketing content for three school websites (from the ground up), which increased website traffic by 40%.
- Secured & negotiated an outsourcing contract with a transportation contractor which saved the school \$40,000 annually.

Assistant Project Manager

Architectural Graphics, Inc., Virginia Beach, VA

January 2016 – September 2016

Responsibilities:

Proactively communicated and provided solutions to customer(s) to provide value added service with excellence; Performed as the primary executor of projects for FedEx and Sprint customers; Developed cost estimates and selling values of assigned projects; Solicited and obtained bids from subcontractors and material suppliers; Issued, monitored and processed purchase orders to subcontractors; Monitored project progress, and updated status reports and forecasts to reflect changes; Presented updates and account changes to leadership; Coordinated with Estimating, Engineering, Production and Logistics to execute projects; Learned customers' brand and implementation standards, and incorporated those standards into execution; Actively participated on internal team(s) that focused on continuous improvement of the business; Supervised the workload of interns and trained new team members on best practices.

Accomplishments:

- Completed one-hundred project installations involving FedEx Office and Sprint customer accounts totaling over \$500,000.
- Invoiced over \$1,000,000 in open project invoices in less than one week, as department, and received a team award.
- Maintained a 99% customer satisfaction rating, along with a 40% gross profit margin on each customer account.
- Created a 10-page user manual for the FedEx Office program – training new hires on how to independently run an account.
- Promoted in less than six months to oversee the Sprint customer account.

Operations Specialist

Rigging Pro, Richmond, TX

February 2015 – December 2015

Responsibilities:

Oversaw the organization's homeless care program administration, vehicle fleet, warehouse, and recreation facilities; Coordinated the transportation of rigging equipment and supplies to/from job sites; Collaborated with rigging team to complete various jobs according to customer specifications; Trained/debriefed team on safety risk factors; Managed operational and facility inventory costs.

Accomplishments:

- Provided support, guidance, housing, food, and supplies to a family of six in our homeless care program.
- Completed three multi-month/\$400k projects involving ten team members in high-risk/heavy lift installations under budget, ahead of schedule, and without any safety reports for customers in the oil & gas industry.
- Maintained an accident-free/workers compensation claim-free workplace during tenure.

Interim Youth Pastor

Faith Fellowship Church of Fort Bend, Missouri City, TX

June 2014 – August 2014

Responsibilities/Accomplishments:

Preaching/public speaking to a congregation of 150+ members; Oversaw the middle school/high school students' ministry budget; Implemented a local outreach program; Organized student ministry events and program costs.

Executive Administrator

Dallas Theological Seminary, Houston, TX

August 2013 – August 2014

Responsibilities:

Coordinated community/campus events (i.e. graduation ceremony, seminars, and community workshops); Collaborated with local leaders to boost community involvement and promote non-profit/consulting services; Recruited prospective graduate students for the Houston Campus.; Managed faculty distance education classes, grading, and schedules; Edited and managed faculty projects, teaching materials, and book proposals; Obtained contractors and temporary vendor services for community/campus events.

Accomplishments:

- Organized a 1,000+ faculty library collection according to the Dewey Decimal Classification System.
- Coordinated a 50+ student graduation ceremony and hired contractors, caterers, and entertainment.
- Executed, managed and marketed a free campus event totaling 500+ registrants providing community care & training.

Education:

Bachelors of Science, Organizational Leadership, GPA 3.65

The College of Biblical Studies, Houston, TX, 2015

Associate of Arts, General Studies, GPA 3.8

Northwest Florida State College, Niceville, FL, 2014

Community Association Management, License

Florida Department of Business Professional Regulations #56904

Expires: September 30, 2020

Volunteer Work:

Board Member; Pastoral Care Advocate

Team Focus, Inc., Mobile, AL

November 2017 – Current

A 501(c) (3) non-profit organization that provides year-round comprehensive mentoring programs for young men without fathers (ages 10-18). I serve on the leadership development committee on the Board of Directors, and oversee the spiritual care program implementation, and provide operational /budget oversight for the organization.

Volunteer Group Leader

Communities of Transformation (COT), Santa Rosa Beach, FL

February 2019 – Current

As a volunteer at COT I meet monthly with a team to equip and empower participants with the skills for personal transformation and leadership by engaging them in the pursuit of S.M.A.R.T. (Specific, Measurable, Achievable, Realistic, and Time-Sensitive) goals in these five dimensions: spiritual, intellectual, physical, relational, and financial.