

Enmanuel Monsanto

Operations Manager III, Operations - Amazon

Bellingham, MA 02019

enmanuel.mc@gmail.com

+18573108032

To seek the opportunity in a management position and to use my skills to lead and motivate an operational team to deliver excellent and safe services and create integrated strategies to develop and expand existing customer sales, brand/product evolution.

Willing to relocate: Anywhere

Authorized to work in the US for any employer

Work Experience

Operations Manager III

Amazon - Bellingham, MA

September 2022 to Present

- Lead, Support, develop and mentor a team of salaried and hourly talent.
- Engage with the team during their shifts to maintain the highest levels of safety, quality, attendance, and performance.
- Drive improvements in productivity and efficiency through data-driven decisions and analytical problem-solving.
- Lead large-scope projects with site and regional impact.
- Build and execute productivity plans through forecast reviews, determining productivity requirements, and partnering with other Leaders to load balance.
- Manage safety, quality, productivity, and customer delivery promises.
- Collaborate with all support teams including Safety, Engineering, Loss Prevention, Quality.
- Assurance, Human Resources to develop plans to meet business objectives.

Area Manager II, Operations

Amazon - Bellingham, MA

March 2020 to September 2022

- Plan, direct, supervise and control the execution of all business, technical, and fiscal functions of the delivery station On-road operations.
- Cultivate and sustain a safe environment, high-quality customer delivery.
- Lead process-improvement efforts and manage the implementation of both business processes and technical solutions.
- Champion excellent customer experience while continuously improving Amazon's last mile on road performance. Be a subject matter expert for all Delivery Associates and Delivery Service Partners process areas.
- Manage Associate training processes.
- Supporting all safety programs and OSHA compliance to ensure a safe work environment for all Associates.
- Developing performance goals and objectives to achieve customer promise expectations and ensure accuracy and quality.

- Partnering with the management team to establish and maintain quality control standards
- Proactively identifying and leading process improvement initiatives and Lean tools.
- Building and executing productivity plans by reviewing work forecasts, determining productivity requirements, and partnering with other Area Managers to balance labor .
- Leading and developing a team of Amazon associates.
- Communicating policies to associates and act as the primary information source for the team, maintaining compliance and consistency and taking corrective action when needed.
- Ensuring procedures are followed for building security and product loss prevention.
- Creating, managing, and supporting recognition and communication programs.

Ramp Manager

Sky Handling Partner - East Boston, MA

January 2020 to February 2020

- Participate with the General Manager in the planning and execution of process, procedure and budget for the Airport Services ramp operations
- Continued focus of the company safety culture. Establish policies to ensure exceptional station safety performance which includes ground personnel training, ground equipment and aircraft safety
- Promote corporate mission and vision statement amongst employee group
- Assist in creating policies and procedures for the Station and coordinate their incorporation into the daily operation.
- Develop programs for the most efficient handling of baggage to minimize separation from the customer
- Incorporate methods which target improved customer satisfaction, both internal and external
- Oversee monthly and annual budget as it pertains to the ramp operation with insight to the entire station budget
- Ensure compliance with all security directives as they relate to ramp operations
- Establish emergency ramp procedures and ensure that all personnel working on or around the ramp are trained and knowledgeable in the procedures
- Develop and maintain working relationship with all airport governing and regulating agencies.

Airlines Handled:

- Air France
- KLM
- Norwegian Airlines
- Scandinavian Airlines (SAS)
- Cathay Pacific

Ramp Manager - (Spirit Airlines)

Airport Terminal Services - Boston, MA

April 2019 to December 2019

- Supervise and direct the work of ramp team members as they unload/unload and service aircraft
- Create and manage schedules to ensure adequate staffing for all ramp operations
- Assist recruiting team with hiring, and provide on-the-job training and ongoing team member professional development opportunities
- Serve as point person for customers and management to minimize or eliminate potential delays
- Observe and enforce all ATS and Airline safety regulations as well as company policies
- Assure that all GSE maintenance procedures are assigned and completed on each shift
- Read and interpret aircraft weight and balance loading instructions, hazardous materials identification labels, aircraft loading manifest and log flight information for billing purposes

- Actively search for and report to station management any future business opportunities
- Assist with all ramp team duties (safety walks, baggage/cargo handling, aircraft servicing, safely operating GSE around aircraft, etc.) as needed

Operations Manager - (Spirit Airlines)

JetStream Ground Services - Boston, MA

July 2018 to May 2019

- Lead Front Line employees/supervisors to meet the location, airline, airport and corporate goals in compliance with account(s) contracts.
- Ensure proper staffing and recording of assigned and/or changed schedules.
- Develop employees to their fullest potential.
- Maintain optimum employee moral by proper and consistent application of corrective and commendatory action.
- Maximize operational performance, adjusting to changes in operational conditions.
- Develop all functions of account(s) activity within budget constraints and with emphasis on customer service, safety and security.
- Accountable for the quality and compliance of all operations training programs.
- Ensure that all injuries/accidents are investigated immediately and injured employees are provided proper and immediate care and that immediate notification to location General Manager.
- Develop New Business Opportunities.
- P&L responsibility for assigned business unit. Definition of the yearly budget and medium term strategic plan.
- Define GSE maintenance strategy: in or outsourcing definition, partner selection and negotiation for outsourcing and subcontracting, application of global maintenance policies.

Interim Ground Support Equipment Maintenance Manager

Swissport - Boston, MA

November 2017 to July 2018

- Define maintenance strategy: in or outsourcing definition, partner selection and negotiation for outsourcing and subcontracting, application of global maintenance policies.
- Define the optimal organizational structure: required roles and optimal staffing levels both in terms of support staff as well as mechanics. Ensure effective planning methods for manpower and equipment.
- Management of human resources: promotions, performance tracking vs. standards, pay and incentive scheme definition, training programs etc.
- Management of the customer: negotiation of SLA, consulting on equipment replacement/reallocation, problem management, periodic performance reviews, overall responsibility on customer billing etc.
- P&L responsibility for assigned business unit. Definition of the yearly budget and medium term strategic plan
- Compliance with legal/safety requirements: ensures the compliance with all legal/safety regulations both in terms of local country legislation as well as Swissport standards
- Management of warranty claims: verifies through the system whether the equipment maintained is under manufacturer warranty and manages appropriate claims.

Regional Maximo Specialist (Project Manager)

Swissport - Dulles, VA

November 2015 to November 2017

- Implement Asset Management System in all Swissport USA/Canada Stations.
- Ensure that all projects are delivered on-time, within scope and within budget.
- Develop a detailed project plan to track progress.
- Perform risk management to minimize project risks.
- Use appropriate verification techniques to manage changes in project scope, schedule and costs.
- Report and escalate to management as needed.

- Review local procedures and restructure them when necessary to meet new company policies and direction.
- Create and maintain comprehensive project documentation.
- Upload information into Maximo.
- Train all users on all assigned stations.
- Give support to all users when they encounter system or practical issues.

Operations Manager

Swissport - Boston, MA

September 2014 to November 2015

- Oversee Daily Operations, Passenger Service / Ramp Services.
- Ensure SLA with customer airlines are met.
- Ensure Safety and Security Procedures are according to Company Procedures.
- Employee development and training.
- Liaise with customer airlines, airport authorities, service providers, security officials and other airport stakeholders.
- Provide reports as required and service delivery measurements.
- Negotiate contracts and establish Local Standard Operating Procedures.
- Active Role on supervising safety.
- Monitor all services provided to our customers and ensure billing is correct on a daily basis.
- Monitor employee hours, ensure that overtime hours are maintained on a minimum and below maximum budgeted hours.
- Supervise all irregular operations such as: bad weather conditions, diversions, incidents and crisis.
- Problem solving and improvement analysis to maintain and/or increase the station's service level.

Load Control Supervisor

Swissport - Boston, MA

October 2007 to November 2015

- Ensure Flight Turnaround Safety.
- Maintain Coordination with all sections of the Operation to accomplish the on time departure of a flight.
- Coordinate Flight Crew accommodations.
- Coordinate with airport authorities for gate assignments, customs belt assignment and ensure continuous daily operation.
- Perform Weight and Balance Duties such as generating loading instructions; ensure aircraft loading is as per loading instructions, producing load sheets, Crew briefings on weather, notams, flight plans, airport operations, local procedures.
- Maintain staffing according to the flight loads of the daily operations.
- Monitor the loading of Dangerous goods.
- Pro-activity on immediate and proper actions on issues that may occur during flight turn around.

Airlines Handled:

Iberia
Alitalia
Turkish
Emirates
Cathay Pacific
Hainan
Aer Lingus
El Al
Sata
Wow

Account Manager

Swissport - Boston, MA

April 2013 to September 2013

- Scheduling.
- Monitoring Daily Budgeted Hours to maintain revenue in the account.
- Create a working environment of employee satisfaction and professionalism.
- Ensure Company and Customer's Policies were followed.
- Supervise Staff and ensure service level provided is at the highest.
- Develop and maintain satisfaction for our customer (Air France).
- Provide Excellent Customer Service and ensure all Agents follow Customer Service satisfactory level.

Education

Bachelor of Science in Systems Engineering

Pontificia Universidad Católica Madre y Maestra - Santo Domingo

2001 to 2007

Skills

- Aviation Industry (10+ years)
- Logistics
- Operation
- training
- Excel
- Management
- Inventory Control
- Operations
- Microsoft Office
- inventory
- Scheduling
- Inventory Management

- Payroll
- Microsoft Word
- Team Building
- Word
- Maximo
- Systems Engineering
- Risk Management
- Problem Management
- Project Management

Languages

- Spanish - Fluent
- English - Fluent