



AUSTIN BOUKNIGHT

CONTACT

 (803) 404-3361

 austinwbouknight@gmail.com

SUMMARY

Detail-oriented Operations Manager and effective leader who excels in customer satisfaction, time management, and employee morale. Proven record in hiring, training, and developing new talent which improved operational efficiency resulting in increased sales and profits.

SKILLS

- Team Leadership
- Training and Development
- Client Relationships
- Supply Chain Management
- Customer Service
- Problem Solving
- Continuous Improvement

EDUCATION

Bachelor of Science, Business Administration
University of South Carolina

WORK EXPERIENCE

Regional Operations Manager

R.S. Hughes Co., Inc.

2020 - 2022

- Oversaw entire East Coast operations including hiring, training, development, performance reviews, inventory management, process improvement, and client retention
- Increased region net profit by 47% from the previous year
- Fostered a culture of transparency, disciplined problem-solving, high-performance work teams, and continuous improvement
- Performed weekly meetings with direct report managers to troubleshoot problem areas and promote operational excellence

Inside Sales & Operations Manager

R.S. Hughes Co., Inc. - Baltimore, MD

2021 - 2022

- Coached and provided feedback to develop team members as they achieved annual goals and objectives set at the individual and organizational level
- Reviewed existing operational processes, identified opportunities for efficiency and quality improvements, enacted improvements

Inside Sales & Operations Manager

R.S. Hughes Co., Inc. - Raleigh, NC

2018 - 2021

- Increased Net Profit by 108% in year one and 89% in year two
- Hired, trained, and developed multiple team members that were eventually promoted to management roles
- Implemented new daily procedures to bring more structure and efficiency in completing important operational tasks

Inside Sales & Operations Manager

R.S. Hughes Co., Inc. - Tampa, FL

2016 - 2018

- Increased Net Profit by 72% in year one and 50% in year two by implementing new processes and procedures that resulted in higher operational efficiency and improved team morale
- Managed AP/AR, inventory, daily quotes, and purchase orders
- Executed product marketing placement and promotions to elevate sales of new and existing products

Sales Development Representative

R.S. Hughes Co., Inc. - Columbia, SC

2015 - 2016

- Made daily calls to introduce and grow business
- Managed inventory on-site and at customers facilities
- Build relationships with existing customers to retain current business while increasing new sales