

CURTIS STRICKLIN II

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REGIONAL OPERATIONS MANAGER

Strategic and results-oriented Regional Operations Manager with a proven track record in overseeing logistics, new product rollouts, and large new build and renovation projects. Subject matter expert in capital & expense budgeting, roofing, HVAC, with a focus on building strong relationships with City Inspectors and sub-contractor management teams. Adept at motivating teams, achieving quarterly metrics, and ensuring efficient and safe field operations.

EXPERIENCE

Lessen (April 2024 – Present) Field Operations Manager

- Provide direct client support and manage accounts, frequently traveling within the assigned region to tackle daily challenges, improve client operations, and build strong vendor relationships. Experience with a large financial institution portfolio, along with an extensive background check.
- Ensure all vendor requirements are clearly communicated, monitor compliance with contracts, and ensure services are delivered within budget limitations, contributing to vendor performance and profitability.
- Provide the Operations team with local insights, represent SMS in various safety and compliance matters, and build professional relationships with clients to understand and meet their operational needs.
- Establish a process for performance feedback, optimize service levels and costs, and conduct quality assurance visits to ensure high standards are maintained.
- Use data to support vendor selection, develop negotiation strategies, log vendor performance communication, and handle complex issues with a focus on accuracy and urgency. Worked extensively with CBRE and quick base software.

Salvation Army (September 2023 – April 2024) Area Command Facilities Director

- Successfully led and managed a diverse set of responsibilities within a large Area Command, overseeing multiple facilities, grounds, and locations spanning multiple counties.
- Orchestrated the planning, coordination, and supervision of day-to-day operations, ensuring optimized operational efficiency.
- Effectively supervised and guided a team of Facilities Operations staff, fostering a collaborative and results-driven work environment.

- Spearheaded the full spectrum of Facilities Operations, Maintenance, Security, and Auto fleet management.
- Collaborated with cross-functional teams to assess and mitigate facility and program risks, actively participating in the development of comprehensive crisis response plans.

Comcast (July 2021 – December 2022) Regional Facilities Manager

- Coordinated with area managers to achieve maximum utilization of assigned facilities space. Oversaw over 100 facilities in Southeast Florida.
- Developed, implemented, and monitored plans for space utilization, standard office furniture, and equipment maintenance.
- Managed department budget for logistics, including Full and Split Case Picking operations.
- Owned the customer experience by practicing empathy and leveraging emotional intelligence in dealing with vendors and contractors.

Central Transport (October 2020 – December 2020) Operations Manager

- Oversaw operations for terminal dock, including Loading, Forklift Traffic Management, and overseeing Picking/Sortation of palletized freight.
- Ensured compliance with safety procedures and maintained a safe work environment in compliance with OSHA standards.
- Conducted Root Cause Investigations for injuries and incidents, ensuring consistent discipline and retraining.

Kansas City Southern Railway (“KCS”) (November 2016 – July 2020) Crew Resource Manager

- Managed staffing for more than 1,200 employees to ensure efficient operations across multiple regions.
- Brainstormed with executive leadership to develop and meet company goals, emphasizing Lean principles.
- Established, communicated, and implemented operations-related policies and procedures

EDUCATION

Bachelor of Science (B.S.), Workforce Development with a concentration in Leadership and Supervision
Pittsburg State University

CERTIFICATIONS

- Supply Chain Management Certification
- OSHA 30 Certification General Industry/ OSHA 10 Construction

- Career Essentials Certification in Project Management, Business Analytics, Systems Administration, and Data Analytics by Microsoft
- Zendesk Customer Service Professional Certificate
- Six Sigma Green Belt Certification
- AZ900, Certified Scrum Master, AWS Certified Cloud Practitioner (in progress)