

Karen Franklin

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Professional Summary

Director of Operations with experience driving organizational and financial performance, merchandise sales, customer satisfaction, and expense management while achieving profitability goals.

Operations & Sales Competencies

Prospecting Leads	Expense Management	Customer Acquisitions
Business Operations	Financial Management	Risk Management
Media Purchasing	Customer Satisfaction	Leadership Skills
Sales & Marketing Skills	Staff & Team Development	Inventory Management

Qualifications & Accomplishments

Director of Operations

Oct 2000 to Dec 2006

Medical Business Products ♦ Oakland, CA

- Successfully managed and implemented business operations & strategic sales initiatives, increasing revenue by 20%
- Identified opportunities to increase efficiency, cutting costs by 15%
- Ensured operations were in compliance with applicable regulations and laws
- Supported the vice president on merchandise and operation standards
- Served as a client and associate advocate, escalating or resolving all service and operational issues
- Worked closely with headquarters' sales teams to enhance client education

Sales Operations Manager

June 1990 to July 2000

Telecom Solutions ♦ San Francisco, CA

- Negotiated the purchase of and supervised the installation of equipment at multiple locations with a budget of \$250K
- Directed the development and implementation of business processes, while minimizing risk and ensuring customer satisfaction
- Managed and forecasted inventory and expenses, enhancing margins by 10%
- Performed prospecting and negotiated sales contracts with new clients
- Established sales targets and coached sales team on upcoming sales initiatives

Education & Training

Graduate Business Management classes ♦ University of Southern California, California

Bachelor of Arts Degree ♦ University of Southern California, California