

# ANGEL MONTEZ

AN EXPERIENCED, ACCOMPLISHED BUSINESS OPERATIONS PROFESSIONAL

Anaheim, California

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## EXECUTIVE SUMMARY

An experienced, driven, and accomplished **Business Operations Professional and Leader**, with a wealth of experience while working for leading, high-profile customers and organizations. Possesses strong leadership skills, has led large-scale organizations, and sees all entities and units to their optimal potential.

## SUMMARY OF QUALIFICATIONS

- Strong background in many areas including management, operations, profit and loss, team building and leading, project management, budget planning, cost control, continuous improvement, forecasting, talent acquisition, performance management, workforce planning, escalation management, and customer relations.
- Hard-working and driven, while highly-experienced in all aspects of operational leadership, has led diverse teams, and sees all organizations and units to their maximum profitability and productivity.
- Adept in establishing and cultivating successful, long-term client and industry relationships, and is firmly committed to attaining high levels of customer satisfaction, loyalty, and retention.

## CORE COMPETENCIES

- |                          |                        |                        |
|--------------------------|------------------------|------------------------|
| ▪ Operational Leadership | ▪ Business Development | ▪ Business Expansion   |
| ▪ Staff Development      | ▪ Revenue Generation   | ▪ Staff Mentoring      |
| ▪ Strategic Planning     | ▪ Safety Compliance    | ▪ Management Reporting |
| ▪ Transportation         | ▪ Budget Adherence     | ▪ Business Analytics   |
| ▪ Production             | ▪ Cost Containment     | ▪ Client Relations     |

## SELECTED CAREER ACCOMPLISHMENTS

- Revamped recruitment, implementation, and planning efforts, enhancing customer growth and revenue at J.B. Hunt in six-month period, increasing weekly invoices by \$50,000, and annual revenue by \$2.6 million.
- Produced \$200,000 YTD in excess revenue from internal extra capacity resources provided to accounts.
- Exceeded goals and maintained an average of 29% PNLBO throughout tenure, improving customer satisfaction ratings, and elevated J.B. Hunt profitability metrics year-over-year.

## PROFESSIONAL EXPERIENCE

J.B. HUNT TRANSPORT SERVICES, INC., City of Industry, California

*Operations Manager (2022-Present)*

Directly responsible for managing day to day operations, profit and loss, staff training and development, workflow coordination, assisting in the contract renewal process, presenting KPIs and performance metrics, staff performance evaluation, talent acquisition, customer relations, and handling a wide variety of special projects.

### Selected Accomplishments and Initiatives:

- Has managed smooth, efficient, and profitable operation during tenure in position.
- Was promoted to a larger role from 10 drivers to managing four fleets and two facilities totaling 50 drivers, along with four salaried managers; managed a large-scale P&L, which reached \$10 million in revenue in 2022.
- Has significantly increased and expanded services in Salt Lake City, Arizona, and parts of Central California.

- Operation services all Macy's/Bloomington store locations in Southern California and Las Vegas, as well as DC locations in Portland, Tukwila, and Denver.

J.B. HUNT TRANSPORT SERVICES, INC., Carson, California

*Operations Manager (2022)*

Responsible for operational management, profit and loss, team leading, workforce planning, new program and process implementation, customer relationship management, staff performance evaluation, key staff recruitment, assessing loads and routes, monitoring freight movement, and other leadership functions.

- Restructured Fiji Water account pay plan, which boosted driver morale, increased pay scale, and significantly elevated unit productivity and performance.
- Outpaced goals and maintained an average of 29% PNLBOH throughout tenure in position, achieving high customer satisfaction ratings, and enhancing company profitability metrics year-over-year.
- Established productive relationships with customer through weekly face-to-face interactions, mid-year business reviews, and annual account assessments.
- Trained and developed supporting personnel management on account to maximize efficiency, improved workflow practices, and ensured DOT compliance.

J.B. HUNT TRANSPORT SERVICES, INC., Ontario, California

*Transportation Manager (2021-2022)*

Responsible for managing day to day transportation operations, staff training and development, workforce planning, outsourcing delivery routes, key staff recruitment, staff performance evaluation, new program and process implementation, managing payroll processing system, drafting yard manifests, auditing P&L statements, cost control, maintaining regulatory compliance, and other transportation management-related functions.

- Recruited, trained, and mentored all levels of personnel, seeing individuals to peak productivity.
- Collaborated with Nordstrom dock leads, delivery location personnel, outside carriers, and local J.B. Hunt Dedicated Service accounts to create a pipeline which greatly improved on-time delivery.
- Maintained strict DOT compliance with food-grade trailers and delivery procedures, which maximized ongoing productivity, and consistently minimized hazardous conditions.
- Expanded OK Produce account, and built team of 10 drivers, trucks, and trailers, which increased profit margin to \$50,000 weekly and \$2.6 million annually.

**EDUCATION**

CALIFORNIA STATE UNIVERSITY, SAN BERNARDINO, San Bernardino, California

Bachelor of Arts in Business Management: Entrepreneurial Management.

**PROFESSIONAL AFFILIATIONS**

- Contributing Member, CSUSB Financial Management Association,

**TECHNICAL PROFICIENCY**

- Word, Excel, PowerPoint, Outlook, and other systems and platforms

**LANGUAGES**

- Bilingual, speaking English and Spanish fluently.

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