

# Charles Wilson

## Operations Manager

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Operations Manager with 4 years moving from analyst to people-leader in a regional services company. Focused on scheduling, vendor coordination, and SOP cleanup. Recently took over a team of 18.

## Professional Experience

Operations Manager | Northwoods Facility Solutions, Columbus, OH | 2023 to Present  
2023 – Present

- Manage 18 field technicians and 2 dispatchers across central Ohio; held customer SLA compliance at 96%.
- Replaced a paper work-order process with a mobile dispatch app, cutting admin time by about 7 hours per tech per week.
- Built the weekly capacity plan with sales so we stopped overbooking jobs on Mondays and Fridays.
- Run monthly safety stand-downs; zero recordable incidents in the last 14 months.

Operations Analyst | Northwoods Facility Solutions, Columbus, OH | 2021 to 2023  
2021 – 2023

- Built the first dashboard the ops director used in QBRs, pulling from QuickBooks and the dispatch system.
- Audited 340 active vendor contracts and flagged \$215K in duplicate or expired charges.
- Wrote SOPs for the call-out process after a service incident; adopted in all 3 regional offices.

## Education

B.B.A. Operations and Supply Chain, Ohio State University, 2021

## Key Skills

- Team scheduling and dispatch
- Vendor and contract review
- Excel (pivot tables, Power Query)
- Customer SLA tracking
- SOP writing
- QuickBooks, ServiceTitan
- Root-cause analysis
- Safety program basics