

WAYNE M. TAYLOR
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Annapolis, MD 21403
Cell 443-871-4711

EDUCATION

2008- 2012 **Sojourner Douglas College, Baltimore, MD**
BSc Public Administration, Summa Cum Laude
Subjects include Advanced Oral and Written Skills, Global issues and Mathematics

QUALIFICATIONS AND SKILLS

ORGANIZATIONAL SKILLS

- Excellent communication, organization and interpersonal skills
- Remarkable experience in social and recreational programs, unifying various groups to work towards common goals to improve funding and contributing to goals of organizational activities.
- Profound knowledge of development and execution of programs and fund raising activities.
- Considerable understanding of the principles and techniques involved in procurement of services and evaluating program proposals and changes. Familiarity with accreditation standards and compliance requirements.

MENTORING/LEADERSHIP SKILLS

- Outstanding supervision skills including providing annual performance evaluations of subordinates. Maintaining the ability to establish and mentor professional working relationships and assisting with staff development.
- Extensive experience in counseling students ranging from primary school age to college, giving advice on how to achieve environmental and educational goals.
- Extensive knowledge of conducting group activities, identifying and evaluating areas of need.

OTHER SKILLS AND SECOND EMPLOYMENT

- Microsoft Word, Excel, Power Point and Publisher
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EMPLOYMENT HISTORY

OPERATIONS MANAGER

Harbor Freight Tools, Laurel, MD

May 2015 to Present

Responsibilities include providing day-to-day leadership to build strong customer relationships to support business growth while enhancing customer satisfaction. Handles and oversees all of the day-to-day processes that are carried out in the store, in the absence of the Store Manager. Provides a strong customer service orientation and goal setting to subordinates. Responsible for managing store personnel as appropriate including opening and closing of store. Effectively communicates policies and procedures in a manner easily understood by associates and customers. Direct responsibility for store operations: Cash Office, Front-end, Warehouse and Sales Floor. Explains and adheres to Harbor Freight Tools policies and procedures including overrides/returns, pricing and inventory accuracy, training and awareness to physical safety and security. Oversees and monitors the Truck Receiving and Process Procedures weekly. Ensuring the 24-hour window is met for Truck Processing by utilizing all personnel assigned to the Warehouse and Sales Floor. Ensures the smooth operation of the purge process, manages stock levels, follows proper guidelines and procedures for cash office and front end opening/closing and making key decisions regarding freight moved from the warehouse to the sales floor. Conducts daily meeting with associates, weekly audits of store and warehouse merchandise and ensures proper training of all associates.

OPERATIONS MANAGER

Party Plus Rentals, Glen Burnie, MD

May 2014 to May 2015

Responsible for inventory accuracy by maintaining accurate inventory data in the classic party rental system, which included coordinating with other departments to remove out of service inventory from circulation until fixed. Reviewed and researched inventory to ensure the recording of all changes to inventory to assist management with reducing inventory loss. Conducted research to correct inconsistencies and/or errors when realized and work with the appropriate personnel to reduce or eliminate reoccurrence. Handled overbooking issues and decisions

for entire inventory. To include reviewing overbooking reports daily for the appropriate dates to help learn of overbooked equipment and to facilitate making decisions on whether to substitute, buy or sub-rent equipment. Worked with clients picking up and delivering equipment in an efficient manner. Communicated with dispatch regarding equipment needs from returning trucks. Forecasted labor requirements based on future orders; broke down work loads into assignments and prioritized and delegated assignments to staff. Monitored productivity and quality objectives. Advised employees on care and preservation of items received, stored, and pulled, methods and use of equipment in handling, storing, maintaining, and pulling goods and related problems. Communicated with other supervisors regarding items required for upcoming orders. Identified and corrected communication errors between Sales, Warehouse, Logistics and Customers in order to improve Customer satisfaction. Planned layouts of the work area and storage areas, considering inventory turns, size, weight, and related factors of items being stored and transported. Conducted annual inventory and periodic cycle counts of warehouse, specialty linen, dishroom rental equipment, while tracing the history of items to determine reasons for discrepancies between inventory and stock control records in order to recommend remedial actions to resolve discrepancies. Managed and directed all direct staff – to include hiring, training, supervising, instilling best operating practices, scheduling, evaluating, disciplining and terminating of staff. Implemented an effective process of selecting and training staff on all company policies, procedures, rules and regulations (including the correct use of Personal Protective Equipment) in written or verbal form on following all reporting procedures for safety violations and injuries. Held daily department meetings.

OPERATIONS MANAGER

Burlington Coat Factory, Waldorf, MD

April, 2010 ~ May 2014

The entire management team including myself has *reduced* shrinkage (theft) by half while *increasing* sales by .06% for the year of 2013. The largest portion of my job calls for overseeing the day-to-day management of the store by effectively leading a team of subordinates and managing all divisions of the store. Responsibilities include, monitoring the sales and revenue generation of the store, delegating and assigning tasks in various departments within the store and ensuring the timely completion of those various tasks. In addition, maintaining and overseeing of inventory records and ensuring timely replenishment of store supplies. Utilization of various learned skills required to evaluate sales trends and reports. Possessing the necessary oral and written communication skills required for organizing new employee orientation and other training activities for all employees. Excellent customer service skills, when interacting with clients whether resolving complaints, taking their suggestions or recommendations for ways in which to better serve customers.

YOUTH SUMMER JOB COORDINATOR

Anne Arundel County Community Action Agency

February ~ September, 2010

Coordinated the development and implementation of the summer works program with a focus on green jobs for underprivileged youth in Anne Arundel County. Working together with staff from Anne Arundel Public Schools I assisted in identifying qualified students and screening them for the program. During the duration of the program, I served as an advisor to the youth as well as advocate for them and assist in coordinating activities to empower them. Networked with and conducted presentations to various community leader, organization and business leaders to develop the jobs. Utilizing time management skills to coordinate with the Administrator of the summer works program to develop a seven (7) day workforce preparation training focusing on soft skills and an understanding of green jobs and businesses for the Anne Arundel Community. Conducted weekly evaluations of youth at each worksite during the duration of the program, which allowed me to mentor the youth while onsite.

COMMUNITY ENGAGEMENT COORDINATOR

Anne Arundel County Community Action Agency

August, 2007 ~ June, 2009

During my tenure in this position, I identified community and education partners by networking and attending meetings and events with the goal of engaging the agency with other agencies whose aim and objectives were to build lasting reciprocal relationships. Responsibilities also included steering the Board of Directors thru the day-to-day operations of the agency. Various resources were used to create fundraising ideas, informational outreach material clients, and various communities. I worked with the Housing Authority to encourage them to *utilize eligible tenants to apply to work with contractors working on HACA renovations for sweat equity.*

DIRECTOR

Anne Arundel Department of Aging and Disabilities, Annapolis, MD

December, 2006 ~ August, 2007

While answering directly to the Chief Administrative Officer as Director of The Department of Aging and Disabilities my duties where varied. Excellent communication skills were required to manage the professional and administrative staff and their work output. In addition, responsibilities included the oversight of development and implementation of programs and services needed to address the needs of and to enhance the quality of life for the senior population. Duties also include strategic planning, oversight of various inter-departmental budgets, revenue opportunities, promoting the department's programs, advocating for seniors and resolving program operation problems. On a day-to-day basis kept current with Federal and State funding requirements.

OWNER/OPERATOR

Instant Floor Inc., Washington DC

March, 2003 ~ June, 2006

Owned and operated as a sole proprietor of this business that sold carpet, laminate and hardwood flooring. Responsible for performing all duties, such as, scheduling clients and employees as well as other task associated with operating in the Washington Metropolitan Area.

COUNCIL MEMBER

City of Annapolis, Maryland

November, 2005 ~ December, 2006

During my tenure as Alderman for Ward 4 of the City of Annapolis my responsibility included making decisions regarding the use of city funds including approving or disapproving the annual operating budget. I participated in voting on issues that affected oversight of the City budget to include staffing of the Police and Fire Departments for increase in community safety. Very much time was spent in utilizing people skills, networking within the community and advocating for concerned citizens, business owners and neighborhood groups regarding improving the city economically, lowering the crime rate, and increasing the standard of living. Major accomplishment: **Negotiated agreements that ensured a percentage of qualified City residents utilized on City building projects.**

COMMUNITY SOCIAL DIRECTOR

Edgewood Social Programs, Capital Heights, MD

May, 1993 ~ September, 1997

The primary purpose of this position was to plan, direct and implement appropriate resident activity programs, using the philosophy and policies of the facility and staying consistent with State and Federal regulatory requirements. Developing and implementing educational, cultural and recreational programs which were appropriate to the residents of the apartment complex based on varied backgrounds, emotional needs and interests Performing initial and on-going assessment of each resident's backgrounds, activity interests, abilities, physical limitations and needs for meaningful activity programs. I worked with staff to develop special activities, display themes and decorations for holidays, birthdays and seasons. Documented activity plans and progress notes as required by the program and any funding group and maintain all activity records in compliance with program, state and local regulatory agencies. Developed and maintained an active volunteer program for the resident community which involved recruiting, screening, training, supervising and recognizing the volunteers for time and efforts. I maintained current records of program expenditures. Duties included conducting educational and employment counseling workshops, forums and informal sessions using all available resources. I prepared proposals for fund-raising activities. I created and maintained an atmosphere of warmth, personal interest and positive emphasis.

YOUTH COORDINATOR

Friendship House Association, Inc. Washington, D.C.

June, 1989 ~ May, 1993

Planned and implemented activities that supported camp member development. I Developed age appropriate camp experiences thru the use of educational, social and recreational programs for area youth including coordination of Summer Camp and Computer Club. I ensured activity objectives were consistent with organizational goal and mission. I coordinated a comprehensive schedule of day-to-day camp activities for youth. Ensured that members were encouraged to participate in a variety of program/areas activities and receive instruction and constructive feedback to develop skills in that program area. An environment that highlighted the achievement of youth by giving awards and participating in recognition events was created. I often demonstrated leadership to ensure the conduct, safety and development of members. I provided guidance and acted as a role model to members. I responsibly provided Supervision of all staff within youth unit and implemented outreach programs and fostered community awareness and participation.

VOLUNTARY/COMMUNITY WORK

INTERNSHIP

Housing Authority of the City of Annapolis, Annapolis, MD

Completed an Internship at the Housing Authority City of Annapolis (HACA). This included working with the Community Service Coordinator, under the supervision of the Executive Director. This Internship utilized and enhanced my written and oral communication skills while developing job opportunities, and presenting soft people skills to residents along with additional needed services and other information for residents of the public housing community. The Community Service Coordinator and I assisted residents identify and expose various hazards on the property and empower the residents to reach out to respective agencies to request assistance in rectifying these issues. Development of an ongoing committee entitled Robinwood Hope Advisory Committee consisting of members from various organizations to continue to develop resident growth and improve the working relationship between the residents and the governing agency (HACA) was a major responsibility of my internship and an activity that I will continue to volunteer with as a board member.

BOARDS AND COMMISSIONS

- Served as the President of the Board- Chesapeake Children's Museum
- 2005 to 2006 Alderman for Ward 4 for the city of Annapolis
- Commander of the Sons of the American Legion/Cook-Pinkney Squadron #141
- Former member of the Board- Maryland Hall for Creative Arts

INTERESTS

- Public Speaking
- Pursuing higher education
- Environmental Issues and Education