

LORREDA MENCHACA

Austin, Texas • 818.807.5574 • mslorreda@gmail.com • linkedin.com/in/l-menchaca

PROJECT & OPERATIONS MANAGEMENT

Project & Operations Manager with 10+ years specializing in *Process Improvement* and *Profit Optimization* across diverse industries such as *Construction, Supply Chain & Logistics from startups to Fortune 500 nationwide companies* with a *multi-disciplinary approach, integrating insights from marketing, finance, & operations* to achieve business goals.

CORE COMPETENCIES

- **Operations:** Workforce Management, Fiscal Management, & Client Relations
- **Project Management:** Systems Implementation & Design-Build Projects – Private & Government Contracts
- **Procurement Management:** Purchasing, Invoice Processing, Vendor Contracts, & Subcontractor Relations
- **Multi-State Management:** Projects Across 15 States Including Texas, Washington, Colorado, Florida & More
- **Project Management Systems:** Procore, Primavera P6, Microsoft Project, Builder Trend, Monday & Trello
- **Risk Management:** Oversaw risk analytics, mitigations, safety protocols, and regulatory compliance.

PROFESSIONAL EXPERIENCE

PROJECT MANAGER • Hellas- TenCate • Austin, TX • 09/2023- Present

Oversaw the planning, execution, and completion of sports construction projects nationwide, including Design-Build and Bid-Build initiatives, with budgets reaching \$5 million. Managed a team of 8 superintendents and 3 subcontractors. Took charge of financial aspects, including estimating, budgeting, and overseeing project costs.

Notable Accomplishments:

- Spearheaded the revamping of the project management system by streamlining processes and automating tasks, resulting in a 96% efficiency rating within the first 60 days, up from 73%.
- Achieved a substantial increase in profitability, elevating margins from 19% to 37% per project.
- Implemented strategic measures resulting in a notable 27% reduction in labor and material costs.

OPERATIONS MANAGER • Lago Vista ISD- Goldstar Transit • Lago Vista, TX • 07/2022- 03/2023

Balanced client relationships and workforce management, while managing a portfolio of 2000+ client accounts. Role extended to comprehensive financial management, encompassing oversight of procurement, billing processes, and the implementation of budgetary and asset control measures. Fostered cross-functional collaboration by coaching teams to optimize efficiency, elevate customer satisfaction, maintain elevated standards and ensured punctuality in service delivery.

Notable Accomplishments:

- Led the design & execution of a new student on-boarding process and implemented conflict resolutions training programs, resulting in 37% decrease in client disputes.

DIRECTOR OF OPERATIONS • Ballard Built Homes/Modern Homestead • Austin, TX • 01/2019- 07/2022

Managed over 125+ projects and oversaw trade partner relations involving procurement, estimates, PO generation, and relationship management. Skillfully handled project planning, scheduling, and ensured adherence to timelines and budgets. Implemented effective cost control procedures, contributing to increased profitability in operations.

Notable Accomplishments:

- Drove expansive development of the operations team and increased production by 250% over 3 years.
- Drove 20% sales increase by refining sales strategies and aligning customer service protocols with goals.
- Established strategic partnerships with suppliers for preferential pricing and on-time deliveries resulting in an 18% decrease in material costs without compromising quality standards.

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OPERATIONS MANAGER • A. Schulman, Inc. • Fontana, CA • 07/2012- 01/2019

Oversaw Sales & Service team in a high-volume distribution environment. Streamlined logistics operations, optimizing the end-to-end order management process to ensure timely production and shipment of orders. Refined sales training, and team development strategies focused on product/service expertise, tailoring service scripts, updated SOPs. Created robust customer feedback loops and leveraged advanced CRM systems to track performance metrics and implemented strategic measures for continuous service improvement.

Notable Accomplishments:

- Enhanced process efficiency to increase On-Time Fulfillment from 72% to 96% and reduce order processing time by identifying and eliminating bottlenecks and reallocating under-utilized labor without incurring added costs.
- With a customer-centric approach, established a feedback system and harnessed data, metrics and KPIs to drive process enhancements, resulting in decreased customer complaints and higher satisfaction ratings and retention.

IMPLEMENTATION PROJECT MANAGER • Coca-Cola Bottling • Houston, TX • 07/2012- 01/2019

As a change agent and project manager, collaborated with regional executives and key stakeholders to successfully transition 16 facilities through the mergers and acquisition process to support the organizational restructure, business' long-term strategy and drive operational efficiencies while maintaining increased profitability during its transition. Led training and development initiatives to transition each facility from dated practices to adopt modern practices, innovative agile processes, utilize new programs, and leverage advanced technology solutions to optimize operational efficiencies.

Notable Accomplishments:

- Delivered and piloted innovative learning programs within the first 9 months of the acquisitions.
- Exceed KPI metrics measuring the effectiveness of various program integrations post-merger, leading to a significant 28% rise in employee satisfaction with the merger process.

ADVANCED EDUCATION & CERTIFICATIONS

✓ Bachelor of Science in Business Management • Western Governors University • 04/18 – 12/22

✓ Business Analytics Certificate • Startech Academy • 07/2022

✓ Training and Development Management Certificate • LinkedIn Learning • 07/2022

✓ Quality Management Certification • A. Schulman, Inc • 11/2012

✓ Project Management for M&A • Coca-Cola Bottling Company • 03/2008

TECHNICAL SKILLS

- Office365: Advanced in Excel, Word, PowerPoint, OneNote, Teams
- Analytic Tools: PowerBI, Google Analytics
- ERP Systems: Oracle, SAP, SAGE
- CRM System: Salesforce, Hubspot
- Performance Management: SuccessFactors, UltiPro, UKG, PayCom
- Team Collaboration Tools: GSuite, Microsoft Teams, SharePoint