

Nyoka L Johnson

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Professional Summary

Highly effective Operations & Inventory Control Professional, with 10 years of expertise. Proven professional history of inventory control, cost reduction, process improvement and employee development. Deadline-driven and detail-oriented, confident manager, who has a strong record of successfully managing people, processes and systems. Key strengths, operations, inventory control, employee development, customer service training and process improvement.

Key Strengths And Professional Competencies

- Critical Thinking | Time Management
- Supply Management, Quality Control
- Conflict management, Team Building
- Stress Tolerance | Adaptability
- Budget Development & Cost Control
- Systems, Process Improvement
- Data base & POS management
- Leading Effectively | Training

Professional History

INVENTORY & PURCHASING MANAGER Apr 2018-Present
Caribbean Landscape Limited - Nassau, NP

- Manage all aspects of Purchasing, strategic planning, supplier selection, consolidation, qualification, sourcing, cost reduction and value analysis initiatives.
- Control costs through productivity of employees, management of labor schedule, efficient utilization of storage spaces.
- Evaluate and monitor contract performance of items from preferred vendors to ensure compliance with contractual obligations.
- Communicate with vendors to develop and maintain relationships as well as ensure the availability of goods for item needs for retail sales.
- Improve profits by reducing cost through steering items to preferred vendors and sourcing alternative items locally eliminating freight cost.
- Ensure inventory control needs are consistently met by improving and developing inventory management process and procedures.

Summary of duties performed, not an exhaustive listing.

CEO & TRAINER SPECIALIST(Freelance) Jan 2012-Apr 2018
Living Testimony Management & Training Services - Nassau, NP

- Customer Service Specialist: Guide Employees and owners through effective processes, that exceeds customers expectations.
- Employee Development: Focus on employee growth, strength and future performance, rather than an immediate job role.
- Conflict Management: Introduce conflict management strategies, for individuals and business owners to implement to better deal with conflicts before they escalate beyond repair.
- Leadership Development Specialist: Analyzing, designing, developing, delivering and evaluating

leadership development programs for individuals or organizations.

WAREHOUSE OPERATIONS MANAGER

Aug 2012-Jul 2017

Zamar Group of Companies - Nassau, New Providence

- Excelled in long-term strategic plans towards overall operational excellence.
 - Lead and Influence minimum team of 25 with a 80% rate of certifications.
 - Lead, direct and managed inbound and/or outbound site operations ensuring that the operations staff executed service agreements at, or above the customer's set standards.
 - Introduced a "high visibility" practice to increase the awareness during critical financial processing periods such as month-end, quarter-end and weekly payroll processing.
 - Maintained a safe and healthy work environment by establishing, following, and enforcing standards and procedures; complying with legal safety regulations.
 - Maximize profitability through superior customer service, effective and prompt communication, deliveries, pickup and product operability.
 - Employee development and training, facilitating team building exercises, educational training for certification exams.
 - Partnered with HR Department for conducting and hosting all new hires, orientation, and training for the operations
- *Summary of duties performed, not an exhaustive listing.*

OPERATIONS MANAGER

Nov 2000-Nov 2007

Romora Bay Resort and Marina - Dunmore Town

- Monitor the revenue activity of the resort.
- Observe and monitor staff performance to ensure efficient operations and adherence to facility's policies and procedures.
- Confer and cooperate with other managers to ensure coordination of hotel activities.
- Develop and implement policies and procedures for the operation of a department.

Human Resource Manager: Jan 2004- Jan 2006

- Provide Payroll/account department with new staff information(Banking, Salary Info).
- Serve as a link between management and employees by handling questions, interpreting and administering contracts and helping resolve work-related problems.
- Analyze and modify compensation and benefits policies to establish competitive programs and ensure compliance with legal requirements.
- Plan and conduct new employee orientation to foster positive attitude toward organizational objectives.
- Represent organization at personnel-related hearings and investigations

Front Desk Manager : Nov 2000- Jan 2004

- Direct and coordinate the activities of the front desk, reservations, guest services, and telephone areas.
- Scheduling of FOH staff, Interaction with guests, handling complaints.
- Observe and monitor staff performance to ensure efficient operations and adherence to facility's policies and procedures.
- Participate in financial activities such as the setting of room rates, the establishment of budgets, and the allocation of funds to departments.

Summary of duties performed, not an exhaustive listing.

FOREIGN ACCOUNTS PAYABLE | INVENTORY MANAGER

Nov 2000-Aug 2007

BAPAK LTD - Nassau, New Providence

- Maintained general ledgers and prepare lead schedules and general entries to support general ledgers

balances.

- Raw Material Costing, order tracking, inventory count, Logistics, shipping, freight quotes.
- Development of Internal Control Procedures and System for recording of invoices & payments.
- Assistant to Financial Controller, with quarterly statements ensuring that each department prepares, and issues reports in an accurate and timely fashion.
- Ensuring product stock is adequate for all distribution channels and can cover direct orders from customers.
- Collaborate with warehouse manager and employees to ensure department goals are met, as it relates to inventory, stock and quality control.
- Develop, implement and maintained inventory control procedures and best practices.

Education

Certification Team Leadership & Change Management International Business Management Institute	Jan 2018
Certificate Leadership Training John Maxwell Principles Online Women's International Leadership Training	Jul 2017
Certification Front Desk Representative American Hotel & Lodging Association - Washington, DC	Aug 2003
High School Diploma C. R. Walker Senior High School - Nassau, New Providence	Jun 2000

Community Service

Prison Journey Fellowship: Member 2018

- Teaching of the Mark gospel in HMP for inmates, to help spread the word of God.

Women of Strength Sisterhood: President 2014

- Empowerment group for women, geared towards depression healing and self empowerment.

Everyone Counts Organization: Founder & Volunteer 2012

- Community driven organization, geared towards self empowerment and teaching life skills to those in need.