



Andre Richards

Operations manager

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Languages

Japanese

English

About

With over 4 years in retail operations, I excel in team leadership, staff training, and customer engagement. I'm adaptable to fast-paced environments and proficient in driving business performance through KPI management and optimised processes.

BRANDS WORKED WITH

GroceryMax Enterprise Ltd.

Berlitz Corporation

Jamaica Producers Group

Experience

● Operations Manager

GroceryMax Enterprise Ltd. | Jan 2020 - Sep 2024

Ensure proper planning, staffing and direction of the operational functions Ensure proficient training, professional development and employee engagement to prepare, grow and retain employees Manage operational performance to meet KPI targets and Service Level Agreements through optimum quality and service Develop customized reporting to measure and track operational statistics, data and results Develop solutions to improve business performance and partner success Use analytics, investigation and reasoning to quickly develop solutions for ad hoc issues Motivate teams through relationship building and real-time coaching Develop and deploy incentive programs to motivate employees to achieve desired outcomes Authorize and coordinate changes in staffing schedules by collaborating with the Operations Support Team and/or Workforce Management Team

● English Language Teacher

Berlitz Corporation | Jan 2017 - Jan 2020

Taught a wide range of students of all ages, from children with no English experience to retirees with extensive knowledge. There was a focus on business English for adult students also. In order to engage with these clients, I was often required to employ commercial awareness to discuss current business topics and customize lessons to their fields. This also included assisting with the creation and editing of corporate presentations. The job placed significant emphasis on utilising interpersonal skills to form relationships with students and to provide an experience customised to their particular situation and interests.



● Business Analyst

Jamaica Producers Group | Jan 2014 - Jan 2017

Track expenses and revenues vs. budget, ensure the fluctuations are discussed and included as part of the forecast build up. Provide analytical support, as requested, that identifies risks and opportunities to plan and prior year. Provide support in the preparation of financial reports on deadlines on a weekly and monthly basis. Providing analytical insights, adequate follow up to the adjustments and any other adjustments required by Corporate.

Education & Training

● Hult International Business School

Master of Business Administration,

2015

● The University of the West Indies

Bsc. Economics and Management Studies,