

# Ella Marie Fahlstrom

Aurora, Illinois, United States

## Summary

Experienced Operations Manager with a demonstrated history of working in various restaurants, logistics and consumer services industries . Skilled in Management, Event Planning, Customer Service, Leadership, Training and Development, Interpersonal Skills and Marketing. Strong operations professional, graduated from Roseland community High School and currently a student at College Of Dupage studying Political Science and Communications.

## Experience



### Owner / Operator

In Character /Children's Character Party Planner

Apr 2012 - Dec 2017 (5 years 9 months)

Children's party planner



### Area Manager

Dunkin' Brands

Nov 1997 - Mar 2003 (5 years 5 months)

Managed and maintained three Franchise stores ,Customer Service, Recruiting, Trained and developed crew, Area marketing, Hiring/Firing ,Banking, Payroll, Inventory,Ordering, Labor controls, P&L statements



### Operations Manager

UPS

Oct 1997 - Feb 2000 (2 years 5 months)

Direct supervision of 80-100 employees ,ensuring stated company policies and methods were carried out according to UPS Company standards. Supervised Pre-Load, Slides, Ensured package cars and trailers were loaded and unloaded in a timely and consistent manner, Trained and developed incoming personnel, Labor controls ,Maintained Union and Management relations,Trained and upheld Hazardous methods at work-sites,Trailer Dispatch,Scheduling, Building employee morale creating high morale and productivity.



### General Management

Pizza Hut

Jul 1990 - Apr 1997 (6 years 10 months)

Direct supervision of 100 employees , Hiring/Firing,Training and Development, Labor cost and controls Ordering , Inventories , Scheduling,Daily book keeping, Banking, Customer Service, Innovated new ideas for increased revenue and continually build ed brand equity through HQSC and other service plans.



## **General Manager Operations/ Recruiter**

Burger King

Mar 1984 - Jul 1990 (6 years 5 months)

Direct supervision of 90-100 employees, Training and Development, Recruitment of potential managers, Marketing, Customer Service, Hiring/Firing, Inventories, Scheduling. Equipment maintenance, Banking, Labor cost and controls and increased corporate image and integrity by implementing and insuring compliance with stated company objectives.



## **General Manager**

McDonald's

Feb 1979 - Feb 1984 (5 years 1 month)

## **Education**



### **College of DuPage**

Political Science and Government

2015 - Present

## **Skills**

Customer Service • Team Building • Leadership • Training • Marketing • Event Planning • Strategy  
• Account Management • Operations Management • Sales