

# JOSÉ A MUÑOZ JR

722 East Lime Avenue  
Monrovia, CA 91016

<http://www.visualcv.com/josemunoz>

Home: 626.205.2063

Cell: 626.340.1628

<mailto:josemunoz1005@gmail.com>

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## Senior Management Executive—Operations

*- Expertise in Driving Growth, Revenues, Profitability & Value-*

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- ☑ Accomplished operations executive **qualified for Divisional–Operations–General Manager’s position** with a company demanding expertise in all aspects of operations management, P&L, financial planning, manufacturing, distribution, and design and product launch.
- ☑ Solid track record of success **enhancing internal organization processes, optimizing productivity and reducing costs improving profitability.**
- ☑ Results-driven with **commitment to quality and continuous improvement.**
- ☑ **Keen understanding of people** and leveraging team strengths to **execute organization objectives flawlessly** in order to accelerate growth and success.
- ☑ **Easily interface with all levels of an organization** to oversee organization performance metrics, excellent oral and written communication skills. Fluent in Spanish.
- ☑ MBA, Graziadio School of Business and Management, Pepperdine University in progress, with **emphasis in Leadership & Managing Organization Change**

*Strengths: Strategy Planning & Execution ▪ Analysis & Problem Resolution ▪ Team Performance  
Optimization ▪ P & L Management ▪ Multi-site Operations ▪ Bilingual in Spanish*

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### OPERATION MANAGEMENT INITIATIVES

#### Strategy & Planning

- Collaborated on a project with all functional areas and outside consultants to identify and create new product line consistent with brand image while targeting new demographic. Maintained market share, increased brand awareness, and increased product category sales by 10%.
- Led a project to identify resource and manufacturing competitive advantages for product line made in Mexico resulting in product line repositioning to China and cost savings in raw material, and manufacturing.

#### Productivity & Efficiency

- Performed a multiple perspective analysis of 3 distribution centers identifying operational inefficiencies resulting in the implementation of a reorganization that increased productivity and reduced overhead by 20%.
- Managed two warehouse relocations consisting of design layout, workflow analysis, management and negotiation of multi-trade vendors, equipment installation, and technological standardization resulting in improved process, infrastructure, and operational efficiency.

#### Organization Development

- Implemented multiple change initiatives as key advisor to management team and business partners. Identified internal issues, developed and coordinated plan, integrated functional and broad business changes, and monitored implementation impact.
- Developed and led cross-functional team to solve internal business challenges and integrate solutions. Created interdependent business processes to promote collaboration and communication. Provided both tangible and intangible incentives.

#### Strengths / Skills

- Build teams and bringing out the best in others to achieve organizational objectives.
- Simplify and reframe complex organizational challenges adding new perspective to problem solving.
- Utilize organizational strategy in tactical implementation aligning project and company initiatives.

**PROFESSIONAL EXPERIENCE**

John Tillman Company, Compton, CA 2001–2009  
 Manufacture personal protection equipment for industrial workers with production and distribution in both domestic and international (Mexico, Canada and China) markets.  
**Vice President of Operations** (2004–2009)  
 Controller (2002-2003)  
 Accounting Manager (2001)

Rapid promotions leading to direct operations (including finance and human resources) for 4 facilities located in California, Georgia, Indiana, and Mexico.

**Challenge:** Moved operations from 35,000-sq.-ft to 100,000– sq.-ft building with minimal interruptions.  
**Action:** Formed project team from internal stakeholders to design site layout and redesigned workflow processes. Managed and coordinated project implementation with multi-trade vendors such as electrical, AC, utilities, and material handling. Coordinated with external stakeholders such as finished and raw material vendors and shipping companies. Collaborated with city officials to satisfy ordinances.  
**Result:** Received city approval. Installed equipment and systems. Move was phased in over a weekend and two business days for minimal business interruption. Shipped from new location and all systems functioned on first business day.

Cynthia’s Beauty Academy, Bell, CA 1996–2001  
 Vocational school focused in preparation and training requirements for licensure by the State Board of Cosmetology.  
**General Manager** (1999–2001)  
 Controller (1997–1999)  
 Accountant (1996–1997)

Fast-track advancement to CFO-level position that included human resources, operations and oversight for the instruction of 350 students, and the supervision of 25 staff members.

**Challenge:** Prepare for continued growth by expanding into adjacent building, review product and service offerings, and increase enrollment.  
**Action:** Managed team of stakeholders to seek loan approval with bank and regulatory agencies. Collaborated with architects, city officials, and vendors to implement expansion plan. Formed advisory committee to review curriculum and salon performance. Directed advisory committee to revise curriculum to include additional practical experience and changed salon image. Advertised on Spanish speaking TV to reach targeted demographic and communicated on the job training initiative.  
**Result:** Received funding and approval to expand resulting in additional capacity and improved relationship with city. Increased practical experience in curriculum and improved salon image. Television advertising attracted students seeking hands-on experience and work while attending school. Overall, enrollment increased 40% in two-year period.

**EDUCATION**

- **Master of Business Administration**, emphasis in **Leadership & Managing Organization Change**, Graziadio School of Business and Management, Pepperdine University, 2010
- Bachelor of Science, Administration, University of Phoenix, 2000

**AFFILIATIONS**

- National Society of Hispanic MBA’s
- National Speakers Association
- SCORE-Counselors to America’s Small Business
- Toastmasters International
- Sierra Club