

Ryan Paluch

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Operations Manager

A graduate of the University of Cincinnati with a B.A. in Communications seeking to utilize previous educational and work experience in a leadership role involving operations, procurement, sales, communications, marketing, and/or customer interaction.

Expertise in customer management and continuous process improvements to reduce costs while delivering outstanding customer service, support, and education. Outstanding problem solver, strategic planner, and leader.

Core Competencies

- Production and Procurement Management
 - Process Improvements for Cost Reduction
 - Team Leadership and Motivation
 - Strategic Planning and Assessment
 - KPI Monitoring and Success Planning
 - Daily Operations Management
 - Time Management
 - Customer Service and Relationship Building
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Career Experience

ARCHITECTURAL GRAPHICS INC. (AGI)

Project Manager, 2023 – 2025

Led the procurement process for western and central Nissan Canada dealership signage projects, overseeing all stages from planning to execution and financial reporting. Implemented principles of quality assurance (QA) and quality control (QC) to ensure the overall quality and visual impact of signage installations, enhancing brand visibility and customer engagement. Negotiated invoices with signage vendors to achieve significant cost savings while maintaining high standards of craftsmanship and design integrity, resulting in improved dealership aesthetics and customer experience. Monitored supplier performance metrics and took corrective actions as needed to uphold quality and timeliness of signage deliveries, fostering strong and collaborative relationships with key vendors. Responsible for overseeing the upkeep, maintenance, and cleanliness of installed signage at Nissan dealerships, ensuring compliance with brand guidelines and regulatory standards while maximizing visual impact and longevity. Responsible for travel accommodations while traveling internationally.

Key Contributions:

- Maintaining a 48% personal acquisition gross profit.
- Collaborated on a department-wide Branding, Estimating, and Technical Services guide for streamlining intra-organizational requests.
- Assigned Canadian accounts at risk of terminating contracts.
- Managed 4 installations on-site totaling over \$1.2 million.

Toolbox:

Analytical Skills · Multitasking · Technology Proficiency · Product Management · Cultural Awareness · Creative Communication · Adaptability · Travel Budgeting · Travel Procurement

BACK BAY BREW HOUSE

Operations Manager, 2018 – 2023

Purchased, planned, and executed all stages of the cellaring process including maintenance, operations, and reporting to shareholders. Integrated principles of QA and QC to improve overall quality of product. Negotiated contracts with suppliers to achieve cost savings while maintaining quality standards. Monitored supplier performance and implemented corrective actions when necessary to maintain quality and delivery standards. Conducted market research to stay informed of industry trends and identify new suppliers and products that could benefit the company. Responsible for upkeep, maintenance, cleanliness, and sanitation of a CODI six head counter-pressure canning line. Applied Ekos management software to plan, prioritize, maintain, and define project requirements and deliverables guaranteeing effective communication.

Key Contributions:

- Successfully managed and trained a revolving team of 6 employees through Military Skill-Bridge program increasing production efficiency by 55%, thereby minimizing labor costs.
- Reduced product spoilage YOY averaging 32% by implementation of new sanitation protocols.
- Enacted the brewery water recycling program to minimize water waste and reduce water costs.
- Instituted Quality Improvement process for canning production model that enhanced total output by 5%.
- Scaled down labor cost through realignment of daily activities maximizing employee scheduling.

Toolbox:

Analytical Skills · Critical Thinking · Creative Problem Solving · Production Management · Team Leadership · Effective Communication · Forecasting · Budgeting · Procurement

BAERLOCHER USA

Regional Sales and Logistics Scientist, 2017-2018

Managed logistics routing and purchasing for accounts in a regional territory. Modernized customer retention strategy by working with our German counterpart to establish a common global website. Refined relationships through CRM with two Fortune 500 companies to increase profitability after plant expansion. Consulted on Tri-Blend (Baerlocher patented product) marketing with two patented Ph.D. Chemists.

Key Contributions:

- Reduced the company logistics expenses 15% by outsourcing transportation to a third-party logistics monitoring organization.
- Established Marketing Communications team in USA that displayed need for an integrated USA/Global Marketing department. Upon company departure, integration was in process.
- Created the company website prototype used to connect our global website.

Toolbox:

Data Analysis · Purchase Management · Customer Relationship Management (CRM) · Customer Service · Logistics Management · Collaborative Problem Solving · Marketing

DIVE BAR CINCINNATI

Bar Manager / Buyer, 2012-2014/ 2015-2017

Buying and choosing craft beer and wine for forty taps and over 60 craft can selections. Cultivating relationships inside the three-tier system with distributors, brewers, and sales reps. Using P&L reports to

set price points and manage pour costs, while tracking customer behavior and sales. Supplying inventory in high volume. Responsible for opening a second location and operating food and beverage.

Key Contributions:

- Led development of a new menu and beverage program while opening a brand-new location.
- Recruited, hired, and managed a team of 10+ bartenders and servers, systematically and reliably improving overall team performance by using an incentivizing program.
- Reduced waste by 20% in first year by using P&L analysis.

Toolbox:

Food & Beverage Management · Menu Formulation · Customer Service · Financial Analysis

FLAT 12 BIERWERKS

Regional Territory Manager, 2014 – 2015

Responsible for expansion of brands into Ohio and Kentucky. Communicated with over 340 accounts on a bi-weekly basis. Accountable for knowing depreciation quantities for buyer inquiries on available products.

Key Contributions:

- Outsold initial distributor projections by almost double in the first month of sales.
- Exceeded our initial expansion market quantity projections by 65% by utilizing social media marketing in multiple introductory markets.
- Acquired more than double my initial territory from the company within first year.

Toolbox:

Communication · Sales

SELYOURMAC.COM

Warehouse and Logistics Manager, 2011 – 2012

Responsible for the seeking and handling of items sold. Monitored high-value inventory on a weekly basis. Corresponded inventory numbers with their physical equivalent. Supervised 5 shipping assistants and accountable for completing the shipping list daily. Contacted logistics routing for shipping and receiving of products sold and purchased.

Toolbox:

Warehouse Management · Team Building · Logistical Planning

Education and Credentials

Bachelor of Arts in Communications (BA)

2013 University of Cincinnati – Cincinnati, OH

Professional Training

Six Sigma White Belt Certification / Microsoft Office / SAP / Ekos / Cicerone: Level 1 / Food and Beverage Safety Training / Warehouse Safety Coordination Training