

# Yolander Dalfonso

Operations Coordinator

## Profile

## Employment History

## Education

### Details

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Results-driven Operations Coordinator with 2 years of experience in streamlining processes, optimizing team productivity, and managing logistics. Adept at implementing effective solutions to complex problems while maintaining a keen eye for detail. Excellent communication and interpersonal skills, with a proven ability to collaborate across teams and levels. Demonstrated success in project management, resource allocation, and performance tracking to achieve operational excellence.

### Operations Coordinator at Wake Forest Baptist Health, NC

Mar 2023 - Present

- Successfully managed a team of 10 staff members, increasing overall efficiency by 25% in daily operations and reducing errors by 15% within the first year at Wake Forest Baptist Health, NC.
- Implemented a new inventory management system, resulting in a 30% reduction in stock discrepancies and a 20% decrease in supply costs over a one-year period.
- Coordinated and executed a large-scale facility relocation project, ensuring minimal disruption to hospital operations and completing the move 2 weeks ahead of schedule, saving an estimated \$50,000 in labor costs.
- Streamlined the communication process between departments, leading to a 40% reduction in miscommunications and a subsequent increase in patient satisfaction scores by 10% over a six-month period.

### Assistant Operations Coordinator at Red Ventures, NC

Jul 2021 - Jan 2023

- Successfully streamlined the training process for new employees, reducing onboarding time by 30% and increasing overall productivity by 15%.
- Implemented an inventory management system that led to a 25% reduction in excess stock and saved the company \$50,000 annually in storage costs.
- Coordinated with cross-functional teams to optimize daily operations, resulting in a 20% increase in efficiency and a 10% reduction in operational costs.
- Managed a project to automate routine tasks, which reduced manual work hours by 40% and increased employee satisfaction by 35%.

### Bachelor of Business Administration in Operations Management at University of North Carolina at Charlotte, NC

Aug 2016 - May 2021