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## Operations Manager

Terry Hutchings

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# TERRY HUTCHINGS

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[tdhutchi@usf.edu](mailto:tdhutchi@usf.edu)

An experienced manager who understands what drives overall institutional success and is accountable to prioritize and deliver quality results. Continuously seeks opportunities to improve self and others. Leads with trust, honesty and commitment to hire, coach and develop employees to achieve their full potential.

## EXPERIENCE

**2017 – PRESENT**

### **OPERATIONS & FACILITIES MANAGER, USF LIBRARIES**

Responsible for the overall management and direction of the Library Operations and Facilities department at the USF Tampa library. This department provides access to library resources, organizes and maintains in-house materials, manages the Uborrow and Course Reserves programs and ensures an operationally sound facility.

**2014 – 2017**

### **OPERATIONS MANAGER, BARNES & NOBLE EDUCATION**

Responsible for managing the Operations department at the USF Tampa Bookstore. This department provides staff for all areas (Cashiers, Merchandising, Receiving and Events) through recruiting, interviewing and hiring, ensures timely receiving of books and merchandise and ensures an operationally sound facility.

**2005 – 2014**

### **STORE MANAGER, STARBUCKS COFFEE**

Contribute to Starbucks success by leading a team of store partners to create and maintain the Starbucks Experience for customers and partners. Manage the overall operation of the store, with the majority of time spent supervising and directing the workforce, making staffing decisions (i.e., hiring, training, evaluating, disciplining, discharging, staffing and scheduling), ensuring customer satisfaction and product quality, managing the store's financial performance, and managing safety and security within the store.

**2000 – 2005**

### **STORE MANAGER, BARNES & NOBLE BOOKSELLERS**

Responsible for overall store operations and managing the store's financial performance. Lead a team of: two Assistant Store Managers, six Department Leads and up to forty Booksellers. Majority of time spent supervising and directing the workforce, making staffing decisions, ensuring customer satisfaction and product availability.

**1996 – 2000**

### **ASSISTANT STORE MANAGER, BARNES & NOBLE BOOKSELLERS**

Assisted Store Manager in overall store operations and managing Department Leads to meet financial performance expectations. Majority of time spent training and supervising the

workforce, assisting with staffing decisions, ensuring customer satisfaction and inventory management.

## **EDUCATION**

**AUGUST 2018-PRESENT**

**MASTERS LIBRARY & INFORMATION SCIENCE, UNIVERSITY OF SOUTH FLORIDA**

Expected completion 2021

**DECEMBER 2011**

**BACHELOR OF ARTS ANTHROPOLOGY, UNIVERSITY OF SOUTH FLORIDA**

## **SKILLS**

- Leadership and Coaching
- Problem-solving
- Team-building
- Organization and planning