

BRANDON A. DRAGONE

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PROFESSIONAL SUMMARY

Operations and Project Manager with 10+ years of proven experience interacting and collaborating with multiple levels of management and diverse teams. Accomplished quantifiable results while leading, training, and mentoring personnel in a dynamic, fast-paced environment. Possess a comprehensive background in critical analysis, project management, lean processes, and strategic planning derived from conducting domestic and global operations in the Middle East. Provides a competitive balance of experience, professional acumen, and quality-driven customer service to internal and external stakeholders. Possess extensive knowledge in quality control, budgeting, and logistics coordination. Implemented risk management and quality control measures to protect and manage critical assets valued at \$2M+. Utilizes critical thinking to drive organizational efficiency and effectiveness. Career supported by a Bachelor of Science in Business Management, Lean Six Sigma Green Belt Certification, and the active pursuit of a Project Management Professional Certification.

- Team Leadership
- Operational Planning
- Proposal Writing
- Contracting Processes
- Training & Development
- Policy Implementation
- Acquisitions
- Communications
- Performance Analysis

PROFESSIONAL EXPERIENCE

Landscape Design & Installation

Owner | Project & Operations Manager – Palm Beach, FL

2014 – Present

Led the development of a start-up landscape company. Monitored customer satisfaction to drive enhancements and increase performance. Maintained a high satisfaction rate among 120 projects culminating in a 4.9 out of a 5-star rating from a national rating/review site. Managed multiple high-end projects requiring 3D architectural design, town approval, and logistical coordination with numerous sub-contractors.

- Developed a consolidated standard operating procedure to ease administrative, logistical, and operational procedures
- Transitioned and trained new personnel in a fast-paced, high-turnover environment using standardized written formats and industry-specific terminology
- Balanced financials for a strict \$400K budget to multi-task commercial fuel and rental accounts, website development, equipment financing, commercial insurance, telecommunications, worker's compensation, employee payroll, and subcontractors
- Implemented an intricate operations flow of information to accurately track stakeholder requests for information, face-to-face contact, bidding, estimate delivery, project progression, adjacent or subordinate coordination, final payment, follow-up with customer satisfaction surveys and thank you cards, and if need warranty fulfillment
- Screened applicants for employment and enrolled each in a vigorous mentoring/training program with weekly industry-specific academic quizzes; held a 90-day performance review to continually update employee's custom development plans

United States Marine Corps

Project & Operations Manager | Logistics Section – Quantico, VA

2003 – 2014

Served as a Project Manager for 277 employees focusing on key leadership skills, logistics, communication, and operations support. Facilitated successful planning, coordination, and execution of 1,151 Marine Officer Candidates during programs in austere environments that frequently endured setbacks.

- Maintained 100% accountability of government equipment, weapons systems, and vehicles valued at \$2M+ from over 3,500 parts in the Marine Corp's largest weapons warehouse
- Provided essential logistical support and coordination for 30 foreign field grade officers allowing for the successful execution of ideas between the United States and local partner nations culminating in the Conference of Americas 2011
- Created and tested programs and databases, corrected errors, and made necessary modifications for over 530 recipients.
- Certified teaching instructor under Marine Corps methodology; developed course curriculum

**Chris-Lin Construction
Foreman – Palm Beach, FL**

2006 – 2011

Monitored and managed the daily activities of an electrical conduit installation crew of five employees.

- Led every aspect of work in a harsh environment including interpreting blueprints, tractor trailer driving, missile boring, coaxial drops, and backhoe operation
- Liaised with adjacent contractors and superintendents
- Improved morale by engaging employees and achieved production quota

EDUCATION

Bachelor of Science in Business Management | Syracuse University – 2018

CERTIFICATIONS

Certified Lean Six Sigma Green Belt | Six Sigma Global Institute – 2018
Project Management Professional Certification | Syracuse University – March 2018 (Expected)

LICENSES

Commercial Driver's License Class A | Federal Department Of Transportation – 2014