

DEAN W. ORR

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Experienced Operations Manager with over 13 years of experience in managing employees, processes and projects. Effective and influential people leader adept at developing talent, spearheading cross-functional initiatives, and implementing innovative solutions to drive increased productivity. Proven expertise in developing strategic and tactical plans and operations optimization.

EDUCATION

Bachelor of Science, University of Central Missouri, Warrensburg, MO

2018

SKILLS

Operations Management
Project Management
Contract Negotiation

Staffing / Training
Problem Solving
Safety Focused

Mentoring / Development
Vendor Management
Budget Management

EXPERIENCE

Ascot Group, Ridgeland, MS

July 2022 – January 2025

Operations Manager

- Created and developed service center in Mississippi from the ground up to handle world-wide insurance Processes.
- Recruited, interviewed, hired, trained, and managed operational service staff of 15 Underwriting Support Assistants.
- Produced and implemented new processes for system communication throughout service center.
- Evaluated existing processes, made recommendations for improvement, and ensured all changes result in expected savings, increased efficiency, and quality.
- Spearheaded submission and renewal processes by ensuring system operation was timely and accurate.
- Developed and maintained effective relationships with internal resources in 16 different lines of business to coordinate delivery of exceptional service to clients.
- Monitored and reported on Service Level Agreements between various lines of business, including quality of work product and audit metrics.
- Partnered with operations and systems teams to implement process and technology solutions to improve operational efficiency, measure and report on savings.

US Marine Corps, Camp Pendleton, CA

April 2021 – June 2022

Operations Manager

- Managed team of 30 direct reports responsible for overseeing all tasks related to personnel safety and training.
- Implemented associate feedback routines and bi-weekly mentorship cadence, resulting in improved employee morale and motivation.
- Developed both long and short-term demand planning for coordination of highly complex domestic and international operations performed by 23K staff.
- Led routines with cross-functional operational units to quickly remove obstacles and created knowledge sharing processes across units.
- Redesigned and implemented new task management system across operations team allowing personnel to receive and respond to tasks at-scale, increasing response time and efficiency by 20%.
- Utilized information systems with highly classified and unclassified data to generate KPI updates to leadership and develop respective training documents for personnel.

US Marine Corps, Camp Pendleton, CA
Manager – Maintenance Operations

March 2020 – March 2021

- Managed direct operational oversight of 15 staff and maintenance of \$68M worth of equipment during pre- and post- deployment periods.
- Oversaw service coordination for \$100M worth of mission-essential equipment across 6 Middle East countries.
- Formalized strategic plans for transition and proper return of unused equipment to US and balanced materials needed with any costs incurred by keeping equipment overseas.
- Streamlined analysis of trade lanes and ticket requests to improve delivery and solution time of critical equipment maintenance with unique challenge of getting equipment to deployed unit locations during pandemic.

US Marine Corps, Kansas City, MO
Procurement Specialist

January 2014 – May 2018

- Negotiated annual global request for proposal for meal products valued at \$4M.
- Exceeded YOY savings targets of \$2M and secured supply contracts for sports drinks, coffee, and breads.
- Led procurement of meals for 14K Marines in support military exercise and maintained tactical operations center and providing aid to multiple units.

Training

The Basic School of Logistics Officer Training

Leadership and Development Training

Top-Secret Clearance, 2020