

Michael Sheleman

Operations Specialist

Dedicated Operations Specialist that loves to create pragmatic, cutting-edge methods to improve day to day operations for employees and customers alike.

EXPERIENCE

Operations Specialist

[Motivate LLC](#) May 2019 - Oct 2019

- Maintained +95% bicycle availability rating for three months.
- Managed movement and repair logistics for +1000 bicycle-share fleet.
- Built-Out warehouse operations for 500 scooter-share fleet.

Product Training Specialist

[NAVEX Global](#) May 2018 - Sep 2018

- Built new LMS front-end to be compatible with customer learning database.
- Improved accessibility to eLearning courses by reducing the amount of steps by 60%.
- Delivered training webinars to customers on a bi-weekly basis across five SaaS products.

Autonomous Test Operations Specialist

[UBER Advanced Technologies Group](#) Dec 2016 - May 2018

- Gathered and reported +2000 hours of autonomous vehicle testing.
- Developed GIS data-gathering paths for 1,290 miles of San Francisco roads.
- Developed online training courses for new test vehicle operators.

High-Rise Security Officer

[Universal Protection Services](#) Jan 2015 - Dec 2016

- Managed twelve person security operation servicing 35+ companies.
- Rebuilt SOP manual to reflect modern security issues to cover emerging threats such as drones & digital access-card theft.
- Handled high-visibility disputes including the expectation management of CEOs, VIPs, and building management.

Helicopter Crewchief & Office Manager

[U.S. Army](#) Jul 2004 - Jul 2010

- Managed flight-book and daily operations for attack helicopter worth \$40-million dollars.
- Served as Aviation Life Support Technician and Office Manager for +30 helicopter pilots.
- Managed helmet & survival bench stock with over +2000 parts worth hundreds of thousands of dollars.

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Portland, Oregon

SKILLS

Start-Up Operations
Warehouse Operations
Payroll/Workforce Management
KPI Analytics
Quality Assurance
Office Management
Adobe Photoshop
eLearning Technologies
Microsoft/Google Suite
Scrum Master (PSM 1)

EDUCATION

Bachelor of Arts

[San Francisco State University](#)

May 2014

Criminal Justice, GPA 3.65