

Enrique Mayoral RESUME

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PROFILE

Seasoned Operations Manager with over a decade of experience in public-facing leadership roles, specializing in strategic planning, team development, and operational excellence. Proven success in leading high-impact programs, managing multimillion-dollar operations, and fostering community engagement through effective communication and collaborative decision-making. Skilled in balancing innovation with efficiency to drive long-term impact.

PROFESSIONAL

Claim Specialist - Fire Property

State Farm - Tempe, AZ | Dec 2024 - Present

- Managed high-volume property claims with precision, aligning policy interpretation and stakeholder needs for optimal outcomes.
- Collaborated across departments to streamline investigations and expedite resolution processes.
- Applied strategic analysis to control costs and ensure service excellence.
- Strengthened customer relationships through empathetic communication and conflict resolution.

Associate Operations Manager, Customer Service & Retention

Gen Digital – Tempe, AZ | Nov 2021–Dec 2024

- Directed a team of 20+ to exceed KPIs in retention, customer satisfaction, and workflow efficiency.
- Integrated corporate goals into daily operations, supporting strategic planning and scalable process innovation.
- Spearheaded automation initiatives that cut resource waste and enhanced service delivery.
- Fostered team accountability and morale through clear communication and results-oriented leadership.

Operations Supervisor

Centene – Tempe, AZ | Jan 2020–Nov 2021

- Led cross-functional teams across clinical and non-clinical settings, ensuring performance and compliance.
- Developed training programs and coaching strategies that elevated staff productivity and morale.
- Oversaw daily operations, quickly resolving obstacles and implementing improvements.

HOSTING SUPERVISOR

GoDaddy – Tempe, AZ | May 2015–Jan 2020

- Managed front-line support operations for high-volume service teams, ensuring seamless customer interactions.
- Implemented process improvements that increased productivity and enhanced service reliability.
- Mentored team leads, aligning performance goals with organizational priorities.

APPLE SOLUTIONS CONSULTANT

Apple Inc – Cupertino, CA | Apr 2004–May 2015

- Educated and empowered customers through consultative sales, contributing to long-term loyalty.
- Delivered technical training and brand advocacy in a high-visibility retail environment.
- Strengthened brand presence through outstanding service and client engagement.

KEY SKILLS

- ✓ Operational Efficiency & Workflow Optimization
- ✓ Customer Onboarding & Retention
- ✓ Team Leadership & Development
- ✓ Process Improvement & Innovation
- ✓ Cross-functional Collaboration
- ✓ Conflict Resolution & Negotiation
- ✓ Client Relationship Management
- ✓ Data Analysis & Performance Metrics

EDUCATION

Masters of Business Administration

(Graduated May 2024)
Grand Canyon University
Phoenix, AZ

Bachelors of Technical Management

(Graduated May 2015)
DeVry University
Mesa, AZ

Associates Liberal Arts

(Graduated May 2003)
Bakersfield College
Bakersfield, CA

All Skills

- ✓ Operational Efficiency
- ✓ Vendor & Contractor Management
- ✓ Team Leadership & Development
- ✓ Workflow Optimization
- ✓ Budget & Resource Management
- ✓ Facilities Maintenance
- ✓ Conflict Resolution
- ✓ Analyzing Data
- ✓ Planning & Organizing
- ✓ Cost Reduction
- ✓ Managing Resources
- ✓ Support
- ✓ Technical Proficiency
- ✓ Communication
- ✓ Report Generating
- ✓ Time Management

