

KAREN LOUISE MACKINNON

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960 Elm Valley Drive
Bulverde TX 78163

Director of Operations Johnson Applied Solutions LLC

● Leader ● Management ● Accountable ● Result Driven ● Team Player

Highly motivated, team leader with 20 years of experience driving sales and customer service business process in the cosmetology industry. A self-started with a proven track record in training, education, and customer/client relationships. Facilitator and advisor with the senior management team and business owner on state and federal policy regulation concerning admissions and financial aid compliance. Cross cultural team leader who provides vision and guidance to subordinates to exceed production goals and professional developing individuals to excel to maximize their potential. An excellent collaborator with management, peers, and customers. Expert in customer business analysis leveraging technology systems creating a fact-based, data-driven approach to providing leadership with recommended courses of action. Author of enterprise guidance and policy documents. Core competencies include:

- Business to Business
- Business to Customer
- Customer Relationship Management
- Customer Service and Support
- Human Resource
- Scheduling
- Troubleshooting
- Vendor Relations
- Contracting & Financial Management
- Policy, Procedures, & Compliance
- Risk Management
- Business Development & Bid Process

PROFESSIONAL ACHIEVEMENTS

Director of Operations: Responsible for company everyday activities, financial targets, and compliance with local, state, and federal government requirements. Coordination and oversight with human resources, marketing, accounting, business development, contacting, and legal departments. Assist with business development, client relationship, proposal writing, and bid process. Ensures company direction is on schedule with business plan, vision, and mission statement.

Admission's Team Leader: Responsible for the **recruitment and school enrollment** of **225 students** for projected monthly, quarterly, and annual goals by using the Customer Relationship Management (CRM) and Sales Force System resulting in **reaching and exceeding** admissions goals with annual revenue of **\$4.3 million dollars for Paul Mitchell**.

Regional Sales Manager: Oversaw east coast sales territory of **15 major chain national accounts** in the amount of over **1,500 business locations** setting weekly and monthly sales meetings with buyers and managers creating a **33% sales growth** for Wella Corporation.

Chief Financial Officer: Responsible for the financial status of **150 franchise Automated Teller Machines (ATMs)**. **Accountable to over \$6 million dollars** in quarterly transactions. Responsible for company payroll, business accounting and profit and loss statements for the company owner of The ATM King LLC.

PROFESSIONAL EXPERIENCE

Director of Operations, Johnson Applied Solutions LLC, January 2015 to Present

Director of Admissions, Paul Mitchell The School San Antonio, February 2011 – May 2015

General Manager, Haircutters, Color Consultant, July 2009 – July 2010

Color Specialist, Alegria Salon & Spa, February 2008 – July 2009

Veterinary Technician, Cibolo Valley Animal Hospital, August 2005 – February 2011

Director Summer Camp Riding Program, Ft. Sam Houston Equestrian Center, August-2003-July 2005
Chief Financial Officer/Manager and Sales, The ATM King LLC, July 2002- July 2003
Regional Director of Sales (East Coast Region), Wella Corporation, July 2001 – July 2002
Key Account Manager, Wella Corporation / Sebastian International, July 2000 – July 2001
Area Manager, Sebastian International, November 1999 – July 2000
Color Educator, Independent Contractor, May 1995 – October 1999

EDUCATION

- **Two years college** education in general studies, Mira Costa College, Cardiff by the Sea California.

PROFESSIONAL DEVELOPMENT, TRAINING & CERTIFICATIONS

- **Licensed Cosmetologist** in the states California and Texas

PROFESSIONAL AFFILIATIONS

- **Architectural Committee Board Member** – Elm Valley Neighborhood, Bulverde, TX

TECHNICAL SKILLS

Advanced Skills In:	MS Excel	MS Access
MS Word	MS PowerPoint	MS Outlook
MS Visio	MS OneNote	MS Project
iGrafx Process Modeling Software	VBA programming	Windows