

Dwain Waller

24 Mountain Rose Ct., Simpsonville, SC 29681
Cell: 843-327-8143 : dwain@dwainwaller.com

Summary

Business owner and operations manager with 14 years' experience in starting and growing multiple businesses in different industries with responsibilities for all operations management, product development, advertising and business development.

Skills

- | | | |
|------------------------------|------------------------|-----------------------|
| • Entrepreneurial Leadership | • Problem Solving | • MS Office |
| • Operations Management | • Business Development | • Database Management |
| • Strategic Planning | • People Management | • Adobe Suite |
| • Motivating Employees | • Decision Making | • QuickBooks |
| • Process Improvement | • Teamwork | • Web Development |

Professional Experience

Co-Founder and Chief of Operations 01/13 – Present

Familiar Goods – Greenville, SC

Co-founded and managed all operational aspects of a wholesale and distribution company with sales to more than 300 locations including gift shops, museums, welcome centers and big box retailers.

- Developed 20+ new products
- Managed a group of 10+ sales reps in 12 different states.
- Sustained growth rate of +15% per year
- Reduced COGS from 45% to 26%

President and Chief of Operations 06/09 - 09/12

Train Your Students – Greenville, SC

Originated and managed an education and distribution company that promotes and trains groups and individuals on how to run a successful business. Through effective marketing, sales and operations management, increased the company from zero to more than \$1 million in sales in the first two years in business. Final decision-maker for all corporate procedures. Strategically planned all aspects of the company, including product development, regulatory compliance, sales and cost controls.

- South Carolina 2010 Employer of the Year for collaborating with individuals with disabilities
- Maintained a +300% growth rate
- Provided more than 500,000 training hours to individuals in four states
- Helped raise more than \$1 million for 95 organizations

Chief of Operations 03/06 – 04/09

Liquid America – Greenville, SC

Senior executive with full responsibility for the strategic planning, development, operations management, sales and production for the company with \$3 million in revenue. Maintained full P&L autonomy for 19 retail locations and a distribution center while managing more than 100 associates.

- Administered payroll and benefit programs for all 112 employees
- Designed and implemented cost savings initiatives that reduced cost of goods from 52% to 29%
- Developed new distribution channels that increased sales by \$800,000
- Assisted in the architectural design and construction of 12 new locations

Senior Risk Manager 01/01 – 02/06

BB&T – Wilson, NC

Performed all aspects of risk management for an unsecured portfolio of 35,000 clients and more than \$6 billion in assets. Coordinated with senior-level executives within the lending group on potential strategies to mitigate losses while ensuring high levels of growth.

- Managed team of 12 underwriting and fraud analyst professionals
- Performed all hiring and performance reviews
- Oversaw underwriting of more than 50 new accounts daily
- Reduced account underwriting and setup time by 60%
- Developed and programmed risk scoring system to partially automate underwriting process using analytical scoring models

Education

College of Charleston

2000

Charleston, SC, US

Bachelor of Science Business Administration and Economics

BB&T Management Development Program

2001