

SELOM KONOU

Operations Manager

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Lithonia Georgia, USA

EXPERIENCE

Business Owner

DK Investment Management & Consulting

- Jan 2021 – Present Conley, GA
- Founded and lead DK Investment Management & Consulting, specializing in strategic financial planning, investment management, and business consulting for clients across various industries.
 - Provide expert advice on investment strategies, risk management, and financial growth, consistently delivering value to clients while maximizing portfolio performance.
 - Oversee business operations, including team management, client relations, and financial reporting, ensuring smooth and efficient processes that drive business success and client satisfaction.

Dryer & Loader Operator

OLDCASTLE APG

- Jul 2023 – Present Conley, GA
- Optimized operational efficiency by scheduling raw material drying, aligning production needs, and maintaining inventory levels.
 - Ensured equipment performance through regular maintenance, safety checks, and troubleshooting, minimizing downtime and enhancing process efficiency.
 - Operated and maintained machinery in diverse conditions, ensuring seamless production and consistent quality in concrete and cement manufacturing.
 - Training:IKD Industrial Kiln & Dryer University - FEB 2025
 - Dryer Alignment
 - Trunnion Adjustments
 - Inspection and Troubleshooting
 - Tire and Resurfacing Training Presentation
 - Dryer Operation Theory
 - Dryer Fundamentals Parts

Operations Manager

CO-Z Furniture

- Oct 2018 – June 2023 Lithonia, GA
- Achieved a 25% sales increase and reduced labor costs by leading a team of 10+ employees, refining the hiring process, and enhancing customer retention, driving revenue growth and operational efficiency.
 - Revitalized store operations by streamlining administrative, payroll, delivery, and inventory processes, ensuring peak efficiency and consistent performance.
 - Implemented a QuickBooks-based order entry system and optimized delivery workflows, improving customer service and overall operational effectiveness.

Business Manager

DOLLAR EMPIRE, INC.

- Nov 2014 – Oct 2018 Stone Mountain, GA

PROFESSIONAL SUMMARY

Results-driven professional with 10+ years of experience in operational leadership, sales growth, and customer service. Proven expertise in optimizing efficiency, driving revenue, and implementing scalable processes. Skilled in team leadership, strategic planning, and seamless business operations, with a strong focus on delivering measurable results and organizational success.

AREA OF EXPERTISE

- Core Competencies

Sales Management

Talent Acquisition

Administrative Management

Operations Management

Staff Development & Leadership

Employee Training & Supervision

Vendor Relations & Purchasing
- Operations & Logistics

Inventory Supervision

Process Optimization

Safety Standards & Compliance

Logistics & Operational Efficiency

Equipment Operation (Forklift, Front Loader)
- Analysis & Optimization

Data Analysis

Project Coordination

Sales & Financial Reporting

Product Quality Enhancement

Legal Document Translation

- Spearheaded core business functions, including sales, customer service, accounting, purchasing, and staffing, ensuring seamless operations and organizational efficiency.
- Drove rapid business growth by implementing scalable processes and leveraging data analysis to develop strategies aligned with market demands.
- Revolutionized inventory management and parts ordering systems, reducing costs and optimizing supply chain operations for sustainable growth.

Utilities Protection Technician

USIC

📅 Jan 2016 — Sept 2018

📍 Marietta, GA

- Ensured infrastructure safety by accurately identifying and marking underground utilities, preventing service disruptions and ensuring public safety.
- Expertly utilized utility maps and electronic detection equipment to locate underground facilities, maintaining compliance with safety standards.
- Enhanced team performance and project outcomes by mentoring new hires and coordinating effectively with stakeholders.

Lead Supervisor

Whirlpool Corporation

📅 Oct 2009 — Nov 2014

📍 Cleveland, TN

- Spearheaded customer service operations by coordinating service appointments and product education, boosting customer satisfaction and operational efficiency.
- Streamlined service processes and parts management, improving delivery accuracy and aiding technicians in efficient parts identification and ordering.
- Led a 20+ call center team, focusing on performance management, training, and escalated issue resolution to ensure high service standards and team excellence.

Shift Lead

Kubota Tractor Corporation

📅 July 2003 — Mar 2009

📍 Suwanee, GA

- Led second-shift operations in the Parts Department, optimizing logistics, deliveries, pickups, and inventory management to enhance customer satisfaction.
- Achieved high order fulfillment accuracy for global customers by streamlining pick, pack, and ship processes and ensuring delivery verification.
- Managed a team of 7, utilizing IT scanners and SAP to improve inventory accuracy and reduce discrepancies, fostering operational excellence.



Technical Skills

Salesforce

Workday

Tableau

Adobe

SAP

Siebel

Phud

Dispatch

Service Desk

Lppt

CRM

QuickBooks

Project Management

Whirlpool Parts Online

Microsoft Office Suite

TRAINING AND CERTIFICATE

DRYER TRAINING

📅 Feb 2025

LANGUAGES

English

French

Ewe

Mina

EDUCATION

Strayer University

BA in business Management

📅 2019

📍 Lithonia, GA

Ashworth College

AA Management

📍 Dunwoody, GA

Alliance FrançAise

Business Management

📍 Accra, Ghana