

# ANNIE CHENG

## Business Operations & Optimization Leader

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### SUMMARY

Leveraging over a decade of diverse and adaptable experience across the Entertainment, Fashion, and Legal Services sectors, I am actively pursuing opportunities to utilize my expertise in operations management, process optimization, and cross-functional leadership. With recent acquisitions of skills in data science, AI and robotic process automation, I bring a fresh perspective to my craft, using data driven insights to formulate and execute strategies that enhance operational efficiency, increase productivity, and ensure fiscal responsibility. My passion lies in cultivating high-achieving teams and propelling organizational growth

### VOLUNTEER // ORGANIZATIONS

- Women in Data | Present
- Best Friends Animal Society | Present

### CERTIFICATIONS

- Data Science Methodology | IBM 9/2023
- AI Fundamentals | UPenn 9/2023
- Intro to Generative AI Studio | Google Cloud 9/2023
- Robotic Process Automation | UiPath

### SKILLS

- Business Strategy
- Operations Optimization
- Process Automation
- Software Implementation
- Database Design & Admin
- Technology Proficiency
- System Integrations
- Project Management
- Production & Supply Chain
- Enterprise Resource Planning
- WMS / OMS / EDI systems
- Ecommerce & Dropship Ops
- Microsoft Excel / Word / Suite
- Google Suite / Google Sheets
- Team Building & Leadership
- Adaptability / Resourceful

### EXPERIENCE

#### Operations Director // Solutions Architect

The Workroom LA

02/2017-08/2023 | Los Angeles, CA

- Improved operational efficiency, overseeing seamless business expansion from 5 to 50 employees
- Principal point of contact for new technology partners, leading the assessment and implementation of ERP/OMS/WMS systems and databases, including Exenta, NetSuite, Cin7, Airtable, Smartsheet, Shopify, NuOrder, etc.
- Championed the implementation of robust processes, fostering collaboration and cohesion among teams, and crafting a supply chain roadmap in alignment with merchandise and marketing strategies
- Applied test & learn methodologies and rapid testing & iteration techniques to deliver tangible results
- Developed Standard Operating Procedures (SOPs) to record processes and revisions, ensuring clarity and consistency in our operations, while establishing internal control systems to ensure accountability and uphold quality standards
- Initiated continuous improvement efforts, fostering a culture of ongoing enhancement

#### Production Management & Strategist

Triple Inc.

12/2013-07/2016 | Los Angeles, CA

- Formulated and executed production strategies that resulted in streamlined workflows and a notable 15% cost reduction
- Managed work-in-progress reports and action plans, while also securing cross-functional support for growth and efficiency initiatives
- Nurtured vendor relationships that resulted in improved turnaround times and cost-effectiveness

#### Import Production & Procurement Specialist

Forever 21 HQ

2010 - 2012 | Los Angeles, CA

#### Televised Marketing Project Coordinator

Studio City PXL

2010 - 2010 | Los Angeles, CA

#### Research & Data Analyst

Resolution Economics

2006 - 2010 | Los Angeles, CA

### EDUCATION

#### Business Marketing, Economics

California State University, Northridge

2010 | Northridge, CA

### INTERNSHIPS

#### Creative Services & Marketing

Sony Pictures Entertainment

2009 | Culver City, CA

#### Global Marketing Partnerships

20th Century Fox

2009 | Century City, CA