

Jasmine Chou

Highly stress-resistant operations manager skilled in CRM & Resource planning and budgeting



Washington, USA

Jasmine Chou

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Operations Manager with 5+ years of experience in strategy development and process optimizations. Currently seeking a position as a Business Operation Manager at Smile Ltd., to increase customer retention rate and to develop resource distribution strategy to enhance efficiency. Collaborated with 8+ teams at Joy Corp. to redesign the purchasing process with 50% revenue growth.

Work Experience

Mar 2015 - Present

Business Operation Manager - Joy Corp

Assessed the distribution of resources and reduced cost by 30%

Adopted automatic inventories system which reduced personnel costs by 80%

Developed new business strategies and organized relevant training programs with the HR Department

June 2014 - Feb 2015

Sales Operations Manager - Happiness Corp.

Optimized selling process, which reduced cost by 60% but increased revenue by 40%

Managed a 15-member sales team, formulated performance policies that improved the employee-s satisfaction rate by 50%, and generated 25% growth in sales.

Education

Sep 2000 - Jun 2014

The Chinese University of HK

B.A. in Finance

Skills

Strategic Planning
Resource planning
Budgeting

Problem-solving
Communication
Negotiation

Team Player
Sales Skill
Leadership

Mandarin
Cantonese
English