

First Last

New York, NY 10001 · (212) 123-4567 · first.m.last@resumeworded.com · linkedin.com/in/username

EXPERIENCE

2016-Present	RESUME WORDED & Co.	San Francisco, CA
	<i>Technical Operations Manager</i>	
	<ul style="list-style-type: none">Directed and coordinated a staff of 80 employees.Spearheaded an employee engagement program, resulting in a 10% decrease in annual employee turnover.Increased productivity by 20% through becoming a subject matter expert of a new automated tracking tool and sharing it with the team.Monitored internal statistics monthly which improved team performance by 10% and revenue growth by 15%.Cut operating expenses by 12% through intense GPS monitoring and employee engagement.	
2012-2014	GROWTHSI	Beijing, China
	<i>Technical Operations Supervisor</i> (2013-2014)	
	<ul style="list-style-type: none">Supervised and directed 30+ field service representatives in the completion of field activities and customer service tasks.Assigned and organized 15 field activities to optimize resources efficiently through strong written and oral communication.Fostered a culture of open communication and higher employee fulfillment resulting in 100% customer satisfaction and increased business performance by 18%.	
	<i>Technical Architect</i> (2012)	
	<ul style="list-style-type: none">Integrated 3 regional applications into one web-based application that allowed 30+ field service representatives to work with diverse data through one interface.Designed and built software to assist in writing orders which improved efficiency and quality by 20%.Created and coded automated service order generators, saving over 100,000 man-hours..	
2012-2014	RESUME WORDED & Co.	San Francisco, CA
	<i>Technical Analyst</i>	
	<ul style="list-style-type: none">Managed over 300 Army Corps of Engineers connectivity sites.Provided help desk training to 6 new employees on hardware, connectivity, and software applications.Documented all issues within JIRA with 100% accuracy.	

EDUCATION

2017-Present	RESUME WORDED ENGINEERING SCHOOL	New York, NY
	<i>Master of Data Science; Minor in Business Analytics</i>	
	<ul style="list-style-type: none">Awards: Bill & Melinda Gates Fellow (only 3 awarded to class)	
2007-2011	RESUME WORDED UNIVERSITY	San Francisco, CA
	<i>Bachelor of Science, Major in Information Technology; Minors in Management and Computer Science</i>	

OTHER

- Languages: Spanish (native), French (intermediate)
- Technical Skills: Microsoft Office Suite, Amazon Web Services (AWS), Cisco, Internet Protocol (IP), JIRA
- Certifications: Project Management Professional (PMP) (August 2016), ABC Certification, Information Technology Infrastructure Library (ITIL) Certification (August 2012), Six Sigma Certified (January 2016)
- Volunteering: Volunteered 15 hours/month at ABC Foundation (2012-2014)