

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
Technical Operations Manager
- 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
Technical Operations Supervisor (2013-2014)
- 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%.
- Technical Architect (2012)*
- 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
Technical Analyst
- 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.
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EDUCATION

- 2017-Present **RESUME WORDED ENGINEERING SCHOOL** New York, NY
Master of Data Science; Minor in Business Analytics
- Awards: Bill & Melinda Gates Fellow (only 3 awarded to class)
- 2007-2011 **RESUME WORDED UNIVERSITY** San Francisco, CA
Bachelor of Science, Major in Information Technology; Minors in Management and Computer Science
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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)