

# FIRST LAST

## Business Operations Manager

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### PROFESSIONAL EXPERIENCE

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#### RESUME WORDED — New York, NY

2016 - Present

##### *Business Operations Manager*

- Overhauled existing employee onboarding processes resulting in an increase in performance of 30% in the average employee's first three months.
- Oversaw the development of more robust reporting for the customer support team, which improved customer NPS by 15% year over year.
- Created a coaching strategy for sales development representatives leading to a new business performance that was 20% above plan for 2017.
- Reduced overall headcount by 10% while exceeding revenue goals by 15%.
- Grew to lead and onboard a team of 4 operations analysts
- Identified manually intensive data collection tasks for the sales team and worked with engineering to launch tools that reduced manual work by 100 hours each month.

#### GROWTHSI — New York, NY

2012 - 2016

##### *Operations Manager (2015 - 2016)*

- Managed a team of 15 outbound sales specialists.
- Exceeded sales targets by \$1.4M in 2016.
- Established monthly goals and coaching for each sales development representative leading to an average yearly improvement in sales of 15% per SDR.
- Analyzed data to identify potential upsell opportunities for new clients leading to \$600K in sales.

##### *Operations Analyst (2012 - 2016)*

- Created onboarding documentation for new interns that was used to onboard 25 employees.
- Developed processes to proactively identify underperforming paid acquisition channels resulting in an increase in ad spend ROI of 15%.
- Generated reporting for contractors to identify areas for improvement leading to a 10% increase in performance.

#### RESUME WORDED — New York, NY

2012 - 2013

##### *Assistant Operations Manager*

- Improved inventory control costs by 20% by reducing damages and stock-outs.
- Managed 30 employees involved in receiving, packing, picking, and shipping of customer orders.

### EDUCATION

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#### GROWTHSI BUSINESS SCHOOL

San Francisco, CA

Master of Business Administration, Minor in Management

2010-2012

#### RESUME WORDED UNIVERSITY

New York, NY

Bachelor of Business Administration, Minor in Finance

2007-2011

### ADDITIONAL INFORMATION

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- Techniques: SDLC (Software Development Life Cycle), Resource Planning, Jira, MS Project
- Technical Skills / Software: Salesforce, Microsoft Office Suite, Tableau
- Certifications: Operations Manager Bootcamp (2016), Passed Resume Worded examinations