

# First Last

Operations Manager

## WORK EXPERIENCE

**Resume Worded**, London, United Kingdom  
*Education technology startup with 50+ employees and \$100m+ annual revenue*

**Operations Manager**08/2021 – Present

- Provided monthly project status updates and estimates to 10+ C-suite executives; improved efficiency by 65% YoY.
- Implemented a 7-phase restructuring plan involving facility unification and staff placement, saving \$1.2M in annual overhead costs.
- Championed a new management policy for 970+ entry-level staff that increased the retention rate to 49% company-wide.
- Improved performance throughout RW's supply chain by introducing a Lean Operations Management System (LOMS), which produced a 90% net profit in the first year of implementation.

**Polyhire**, London, United Kingdom  
*NYSE-listed recruitment and employer branding company*

**Business Management Consultant**10/2019 – 07/2021

- Provided suggestions and support for 20+ key business operations, including logistics, HR, finance, and HR functions.
- Implemented process reengineering that reduced 76% of the response time for 3400+ customer service inquiries in 2021.
- Provided the human resources department with knowledge of reducing 90% of payroll costs by outsourcing services to countries with cheap labor.
- Developed a client satisfaction survey tool to measure customer service feedback at 40+ branch offices.

**Growthsi**, London, United Kingdom & Barcelona, Spain  
*Career training and membership SaaS with 150,000 users*

**Corporate Trainer**11/2018 – 09/2019

- Conceived and initiated a 10-day training class to inspire 55+ minority workers based on the company's inclusive policy.
- Guided 120+ staff members in obtaining optimal performance on company services; achieved a 70% success rate.
- Designed 30+ curriculum mentoring programs for 810+ employees in ten departments in the first year.
- Conducted in-house training sessions to build interpersonal skills; improved communication and problem-solving by 87% company-wide.

## PREVIOUS EXPERIENCE

**Executive Assistant**, ABC Company, London, UK06/2017 – 10/2018

**Operations Officer**, XYZ Company, New York, USA01/2016 – 05/2017

**Small Business Consultant (Internship)**, ABC, New York, USA07/2014 – 12/2015

## CONTACT

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## SKILLS

**Hard Skills:**

- Purchasing
- Business Planning
- Project Planning
- Budgeting
- Business Development
- Strategic Planning

**Techniques:**

- Operations Management
- Continuous Improvement
- Team Building

**Tools and Software:**

- FICO
- Microsoft Access
- SAP
- QuickBooks

**Languages:**

- English (Native)
- Romanian (Native)
- Spanish (Conversational)

## EDUCATION

**University of New York**

Bachelor of Science

Applied Statistics

New York City, New York

10/2011 - 06/2014

## OTHER

- Certified Association Executive (CAE)
- Project Management Professional (PMP)