

FIRST LAST

Business Operations Manager

New York City, NY 10000 • first.last@resumeworded.com • +1 (212) 123-4567

PROFESSIONAL EXPERIENCE

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

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

- 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