


# Jasmine Chou

Highly stress-resistant operations manager skilled in CRM & Resource planning and budgeting

 Washington, USA

 Jasmine Chou

 (626)123-3456

 jasminechou@cakeresume.com



Operations Manager with 5+ years of experience in strategy development and process optimizations. Currently seeking a position as a Business Operation Manager at Smile Ltd., to increase customer retention rate and to develop resource distribution strategy to enhance efficiency. Collaborated with 8+ teams at Joy Corp. to redesign the purchasing process with 50% revenue growth.

## Work Experience

Mar 2015 - Present

### Business Operation Manager - Joy Corp

Assessed the distribution of resources and reduced cost by 30%  
Adopted automatic inventories system which reduced personnel costs by 80%  
Developed new business strategies and organized relevant training programs with the HR Department

June 2014 - Feb 2015

### Sales Operations Manager - Happiness Corp.

Optimized selling process, which reduced cost by 60% but increased revenue by 40%  
Managed a 15-member sales team, formulated performance policies that improved the employee-s satisfaction rate by 50%, and generated 25% growth in sales.

## Education

Sep 2000 - Jun 2014

The Chinese University of HK

B.A. in Finance

## Skills

Strategic Planning  
Resource planning  
Budgeting

Problem-solving  
Communication  
Negotiation

Team Player  
Sales Skill  
Leadership

Mandarin  
Cantonese  
English