LIAM MATTHEWS

OPERATIONS CONSULTANT

CONTACT

liam.matthews@email.com

(123) 456-7890

Lincoln, NE

LinkedIn

EDUCATION

Bachelor of Science
Information Technology
University of Nebraska-Kearney
2007 - 2011
Kearney, NE

SKILLS

Problem-solving
Financial Management
Programming
Programming Languages (HTML, SQL, Python)
Supply Chain Management
Enterprise Resource Planning
Collaboration
Java Framework (Javascript, Spring, J2EE, JCS, Servlet)

WORK EXPERIENCE

Operations Leader

Sephora

2018 - current / Lincoln, NE

- Trained and managed 7 district managers and 35 team members
- Incorporated automated inventory lists to streamline operational processes, increasing efficiency by 11%
- Saved company $3.4K in lost weekly sales per location by implementing seasonal displays based on high-margin items
- Collaborated with advertising consulting agency to improve social media campaigns, increasing conversions by 31%

Retail Operations Manager

ULTA Beauty, Inc.

2015 - 2018 / Lincoln, NE

- Oversaw team of 47 store managers across 22 retail stores with a combined total of $70.2M in annual sales
- Established discounts for regular customers, increasing customer satisfaction by 12%
- Monitored inventory for discrepancies and extraneous costs, reducing operation costs by 8% in 2017
- Scheduled, trained, and mentored 38 staff members

Data Operations Analyst

Pearson

2013 - 2015 / Lincoln, NE

- Completed business process benchmarking project, identifying potential for $230K of savings annually
- Led major data gathering project, resulting in a company promotional campaign that delivered $1.3M in new business
- Reduced store's shrink by 15% by reducing extraneous costs

Software Engineer

Revature, LLC

2011 - 2013 / Lincoln, NE

- Designed and developed 127 programs for back-end functionality in Java and J2EE with MySQL databases
- Developed & modified front end of 45 web applications
- Debugged and resolved EMR software issues for clients with a 98% closure rate for all critical tickets with a 2-hour SLA