

# Kendall Keenan

## Operations Manager

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(123) 456-7890

Washington, DC

[LinkedIn](#)

### WORK EXPERIENCE

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#### N26 - Operations Manager

September 2017 - current

Washington, DC

- Performed analyses and researched customer acquisition channels to improve paid acquisition by 18%
- Developed and executed cross-functional strategic initiatives to create and scale and a world-class experience for our members to increase adoption rate by 29%
- Designed and implemented business and operational systems to decrease customer acquisition cost by 12%

#### Workday Student - Business Operations Manager

January 2019 - current

Washington, DC

- Created a coaching strategy for sales development representatives leading to a new business performance that was 34% above plan for 2019
- Oversaw the development of more robust reporting for the customer support team which improved customer NPS by 13% year over year
- Overhauled existing employee onboarding processes resulting in an increase in performance of 19% in the average employee's first three months
- Identified manually intensive data collection tasks for the sales team and worked with engineering to launch tools that reduced manual work by 223 hours each month
- Reduced overall headcount by 9% while exceeding revenue goals by 19%
- Grew to lead and onboard a team of 2 operations analysts

#### Financial Services Company - Operations Manager

August 2017 - January 2019

Washington, DC

- Established monthly goals and coaching for each sales development representative leading to an average yearly improvement in sales of 21% per SDR
- Exceeded sales targets by \$900K in 2017
- Analyzed data to identify potential up-sell opportunities for clients leading to \$275K in incremental sales
- Managed a team of 6 outbound sales specialists

### EDUCATION

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#### University of Maryland - Bachelor of Science, Business Administration

October 2012 - June 2016

College Park, MD

### SKILLS

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- Salesforce
- Microsoft Excel, Microsoft Word, Microsoft Powerpoint
- Data analysis and reporting
- Employee onboarding