**Johnathan Doe**

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**Professional Summary**

Results-driven and analytical professional with over 7 years of cross-industry experience in project management, data analysis, and operational strategy. Proven track record of delivering complex initiatives on time and under budget by aligning cross-functional teams, optimizing workflows, and leveraging data insights to drive business outcomes. Excels in fast-paced environments requiring adaptability, precision, and continuous improvement.

**Core Competencies**

* Project & Program Management
* Data Analysis & Reporting (Excel, SQL, Power BI)
* Stakeholder Communication
* Cross-Functional Leadership
* Process Optimization (Lean, Agile, Six Sigma)
* Budget & Resource Planning
* Risk Management
* CRM & ERP Platforms (Salesforce, SAP)

**Professional Experience**

**Senior Operations Analyst**  
**GlobalTech Solutions, New York, NY**  
*Jan 2021 – Present*

* Led end-to-end process audit, reducing operational inefficiencies by 22% through data-driven insights and automation recommendations
* Developed interactive dashboards with Power BI to visualize KPIs, increasing stakeholder visibility and decision-making accuracy
* Managed quarterly OKR tracking for 5+ cross-functional teams, contributing to 15% YoY growth in departmental output
* Oversaw vendor relations, renegotiated contracts that saved $120K annually

**Project Coordinator**  
**Innovare Inc., Remote**  
*Jun 2017 – Dec 2020*

* Supported delivery of 20+ projects across digital transformation and IT infrastructure, meeting 96% of milestones on time
* Designed project documentation templates that increased onboarding efficiency by 35%
* Collaborated with tech, finance, and marketing departments to align project goals with business KPIs

**Operations Associate**  
**Mercury Logistics, Chicago, IL**  
*Jul 2015 – May 2017*

* Streamlined warehouse inventory systems, improving supply chain efficiency and reducing overstocking incidents by 40%
* Trained and supervised a team of 5 junior staff on SOP compliance and reporting standards
* Reduced customer ticket backlog by implementing structured triage system

**Education**

**B.S. in Business Administration**  
University of Illinois, Urbana-Champaign – 2015

**Certifications**

* PMP – Project Management Professional (PMI)
* Lean Six Sigma Green Belt
* Google Data Analytics Certificate

**Technical Skills**

* Tools: Microsoft Excel, SQL, Power BI, Asana, Jira
* CRM/ERP: Salesforce, SAP, Oracle
* Languages: Python (basic), HTML/CSS