Amanda Lu

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PROFESSIONAL SUMMARY

Results-oriented Business Operations Specialist with project management, sales optimization, and data analysis experience. Proven track record in managing complex projects across multiple functions, leading up to record-setting sales events, using technical proficiency with SQL, Python, and Salesforce CRM. Passionate about process improvement and data-driven decision-making.

WORK EXPERIENCE

Wyndham Destinations — *Business Operations Specialist*
Seattle, WA | Jan 2023 - Oct 2023

- Optimized sales operations by analyzing volume and VPG metrics in Excel, enhancing rep rotation efficiency by 35%.
- Managed cross-functional projects from initiation to completion, ensuring timely delivery and alignment with company goals.
- Led a record-breaking promotional event using Salesforce CRM, increasing sales by 100%.
- Achieved the highest contract completion rate in company history and trained staff across multiple locations.

Sushi Shiki & Grill — *Server*
Richland, WA | Mar 2020 - Dec 2022

- Independently managed restaurant operations during solo shifts, ensuring continuous service and customer satisfaction.
- Resolved technical issues with POS systems, reducing downtime and improving transaction efficiency.
- Efficiently managed service for over 10 tables simultaneously in a high-volume environment.

Kitchen Cabinets and Granite — *Sales Representative & Designer*
Richland, WA | Jun 2019 - Jan 2021

- Designed custom cabinetry layouts using 2020 Design software, integrating innovative solutions while adhering to local building codes.
- Conducted on-site data collection and collaborated with clients to develop tailored design solutions.
- Increased customer satisfaction by 20% through personalized design consultations and efficient project execution.

SKILLS

- **Technical:** SQL (Intermediate), Python (Intermediate), Microsoft Excel (Certified), Salesforce CRM (Proficient), Cybersecurity (Fundamental), Project Management (Agile, Scrum)
- **Languages:** Intermediate Mandarin

EDUCATION

University of Washington — Michael G. Foster School of Business
Seattle, WA
Master of Information Systems | *Expected June 2025*

Washington State University — Carson College of Business
Pullman, WA
B.A. in International Business | 2018 - 2022