

SHINO PHAM

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BUSINESS OPERATIONS MANAGER

I am a proficient Business Operations Manager with a strong focus on achieving outcomes, possessing notable expertise in media management and assuming leadership responsibilities. I have demonstrated exceptional leadership capabilities while overseeing and directing media operations in North America and the APAC region. I have a proven track record of enhancing team performance, fostering customer loyalty, and cultivating collaborative alliances with internal and external stakeholders.

STRENGTHS AND EXPERTISE

P&L Management
Business Development
Strategic Planning

Financial Reporting
Negotiation Skills
Client Relationship Management

Team Leadership
Communication
Operations Management

PROFESSIONAL EXPERIENCE

Ginyard International Co.
Operations Manager

October 2019 - Present

Enhance productivity and streamline operations to reduce costs and improve customer satisfaction.

Accomplishments:

- Led a team of 20+ operations staff, enhancing productivity by 30% through process optimization.
- Streamlined supply chain operations, reducing costs by 15% and improving delivery times.
- Implemented a new CRM system that increased customer satisfaction scores by 20%.
- Managed cross-functional projects, ensuring on-time and within-budget delivery.

Giggling Platypus Co.
Business Development Manager

August 2017 - September 2019

Oversee daily operations and develop strategic plans to increase revenue and efficiency.

Accomplishments:

- Oversaw daily operations, ensuring efficient and effective business processes.
- Developed and implemented strategic plans that aligned with business goals, resulting in a 25% increase in revenue.
- Conducted regular performance reviews and training sessions to improve team skills and productivity.
- Managed vendor relationships, negotiating better terms and reducing expenses by 10%.

Arowwai Industries
Operations Manager

February 2016 - July 2017

Improve overall efficiency and market share through strategic initiatives and quality control.

Accomplishments:

- Directed operational activities across multiple departments, improving overall efficiency.
- Launched a comprehensive employee training program, leading to a 15% reduction in turnover rates.
- Conducted market analysis to identify growth opportunities, contributing to a 20% increase in market share.
- Implemented quality control measures that enhanced product quality and reduced defects by 10%.

Aldenaire & Partners
Sales and Client Relationship Manager

January 2012 - February 2016

Manage day-to-day operations and implement cost-saving measures.

Accomplishments:

- Managed day-to-day operations, ensuring smooth business processes and high productivity levels.
- Introduced lean management techniques, reducing waste and operational costs by 12%.
- Collaborated with the finance department to develop and manage budgets, achieving financial targets consistently.
- Led customer service improvement initiatives, increasing customer retention rates by 15%.

Pinnacle Group
Business Operations Manager

January 2010 - February 2012

Drive efficiency and growth through strategic planning and process improvements.

Accomplishments:

- Oversaw business operations, driving efficiency and growth across the organization.
- Implemented process improvements that resulted in a 20% increase in operational efficiency.
- Developed and executed strategic plans to meet business objectives, resulting in a 30% growth in revenue.
- Coordinated with senior management to identify and address operational challenges, ensuring smooth business operations.

Compliance Solutions Inc.
Business Operations Manager

January 2008 - February 2010

Ensure adherence to regulations and improve compliance management processes.

Accomplishments:

- Developed and implemented compliance programs that ensured adherence to industry regulations and standards.
- Conducted regular audits and assessments to identify and mitigate compliance risks, resulting in a 30% reduction in compliance violations.
- Provided training and support to staff on compliance requirements and best practices.
- Coordinated with legal and regulatory bodies to ensure all operations were in full compliance with relevant laws and regulations.
- Successfully navigated multiple regulatory inspections with no major findings, enhancing the company's reputation for compliance excellence.

Oversee compliance management and ensure adherence to regulatory requirements.

Accomplishments:

- Led the compliance team in developing and maintaining policies and procedures that ensured regulatory adherence.
- Implemented a compliance monitoring system that reduced non-compliance incidents by 25%.
- Conducted training sessions for employees on regulatory updates and compliance practices.
- Collaborated with internal and external auditors to conduct thorough compliance audits, achieving consistently high audit scores.
- Managed relationships with regulatory authorities, ensuring timely reporting and resolution of compliance issues.

EDUCATION

Warner & Spencer

Graduate Diploma in Business Administration

Warner & Spencer

Bachelor of Business (Honours)

Larana, Inc.

Graduate Certificate in Human Resource Management

QUALIFICATIONS & CERTIFICATIONS

Certified Business Operations Professional (CBOP): Recognized certification for excellence in managing and optimizing business operations.

Six Sigma Green Belt Certification: Demonstrates proficiency in process improvement, quality control, and efficiency enhancement techniques.

Project Management Professional (PMP) Certification: Validates expertise in leading and managing projects, ensuring they are completed on time and within budget.

Lean Management Certification: Focuses on implementing lean principles to reduce waste and improve overall operational efficiency.

Certified Supply Chain Professional (CSCP): Comprehensive certification that covers all aspects of supply chain management, from planning and logistics to operations and customer service.