

ESMIRANDA O'HARE, MBA

BUSINESS OPERATIONS MANAGER

CONTACT

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(123) 456-7890 ☎

San Diego, CA 📍

[LinkedIn.com](#) in

[github.com](#) 🐙

EDUCATION

Master of Business
Administration

University of San Diego
2014 - 2016
San Diego, CA

Bachelor of Science
Business Administration
Stanford University
2008 - 2012
Stanford, CA

SKILLS

Presentations

Budgeting

Microsoft Office (Excel,
PowerPoint)

Negotiation

Problem Solving

CAREER SUMMARY

Adept and persistent business mind with 10 years of experience analyzing and streamlining processes. Searching for an advanced challenge as an operations manager where my problem-solving skills, project management knowledge, and financial expertise will revive Gucci's product line, automation, and bottom line.

WORK EXPERIENCE

Business Operations Analyst

Instacart

2018 - current / San Diego, CA

- Led resource team to address ad hoc analytic needs, finding an additional \$16K to revamp employee incentive program
- Supervised the retrieval and aggregate of data and compiled it into a digestible, actionable format for a leadership team of 18
- Observed processes and documented recommendations to save 325 man-hours per month for grocery pickers
- Managed policies and procedures to improve KPI performance, **meeting deadlines and goals 98.7% of the time**

Operations Analyst

IBM

2016 - 2018 / San Diego, CA

- Managed executive and stakeholder coordination and material, ensuring the operations department integrated across the global team of 2K employees
- Directed collaboration with the sales and engineering team to improve cost-effectiveness across all platforms, **reducing costs by 7% in the first year of employment**
- Headed policies and business process reviews for operations across the North American Northwest region, traveling 24% of the time for client meetings, presentations, and trainings
- Delivered 120+ reports 4 times per year regarding industry and market trends across all departments

Business Analyst

Rokt

2012 - 2016 / San Diego, CA

- Managed the creation and maintenance of dashboards to report company-wide metrics
- Supervised the evaluation, analysis, and communication system and delivered reports 3 times a week to all relevant staff
- Authored and updated internal and external documentation about hiring and **training of a 6-person analytics team**