

JUAN MORALES

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Accomplished management consultancy principal with 10+ years at globally recognized firms. Specialized in operational change management for aviation and auto industry clients. Known for my exceptional communication and project management skills. Responsible for impressive client results, such as 20% reduction in wait time, \$5 million savings in productivity, and a 35% improvement in customer satisfaction scores.

EDUCATION

**MASTER OF BUSINESS
ADMINISTRATION IN STRATEGIC
MANAGEMENT CONSULTING**
University Of Indiana Bloomington, IN,
August 2008 ■ May 2011

**BACHELOR OF BUSINESS IN
OPERATIONS MANAGEMENT**
University Of Illinois Champaign, IL,
August 2004 - May 2008

PROFESSIONAL EXPERIENCE

PRINCIPAL
Bain & Company, Seattle, WA
September 2017 — Present

MANAGER
Bain & Company, San Francisco, CA
June 2013 - August 2016

CASE TEAM LEADER
Bain & Company, San Francisco, CA
July 2011 - May 2013

KEY SKILLS

- Active Listening
- Problem-Solving
- Project Management
- Statistical Analysis
- Supply Chain Management
- Technical Writing
- Time Management

CERTIFICATIONS

- Certified Management Consultant
(CMC®), Institute of
Management Consultants, 2010

- Spearhead design and implementation of lean techniques for various aviation clients' baggage check-in, reducing wait time by as much as 50%
- Cultivate and strengthen client relationships by providing outstanding value, consistency, quality, and reliability.
- Oversee production of and present aviation client-facing deliverables, including reports, research papers, and presentations For top-ranking airline executives.
- Partnered with senior leadership to assist American Airlines in improving flight operations, ultimately resulting in a 23% reduction in departure delays.
- Led a team of 10 other management consultants in brainstorming options and employing solutions in order to optimize processes for clients in the aviation and auto industries.
- Developed and implemented new internal culture plans for a large automotive client and saw corporate employee satisfaction increase 32% over only 12 months,
- Increased Toyota's online customer service department efficiency by nearly 40%.
- Produced and presented online seminars to keep client organizations informed about digital integration upgrades and adjustments.
- Interviewed client personnel, observed daily operations, and analyzed processes to help reduce client waste.
- Assisted consulting team in reducing client's customer service wait time by 10 minutes on average.
- Traveled 40% of each month for two years to meet with clients, present solutions, and train management teams and staff in new procedures.
- Created a demand Forecasting model For the aviation industry that was consistently 85% accurate at minimum, which aided firm leadership in securing two additional clients.