

HEIDI CHAN

OPERATIONS MANAGER

PERSONAL INFORMATION

Tel.: +65 XXXX XXXX | **Email:** h.chan@email.com | **Nationality:** Singaporean

EXECUTIVE SUMMARY

- Operations Manager with robust experience in developing and executing company-wide business strategies and action plans across IT and e-commerce industries
- Instrumental in supporting start-up of new operations in Hong Kong, Malaysia, and Philippines. Managed team of 20 writers to achieve annual sales target of USD 500'000 for all offices
- Strong track record for reducing processing time or new orders by 25% through streamlining procedures and optimising manpower
- Proven ability to handle customer service and reduce customer complaint response time from 48 hours to 6 hours by implementing priority customer management and corrective and preventive action procedures

[This section gives a good helicopter view of the candidate. If you can quantify your current role and mention it on the summary, it will help scale your current responsibilities.]

AREAS OF EXPERTISE

Strategic Planning & Implementation	Staff Development & Retention
Sales & Market Analysis	Stakeholder Management
Budget & PL Management	Project Management

[Ensure the keywords here mirror those used in the job ad. The first round of vetting is often done by a software scanner. This section helps to pad the CV with key operations management phrases necessary to get past those scanners.]

PROFESSIONAL EXPERIENCE

OPERATIONS MANAGER

May 2013 – Present

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