

Katarina Novak

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PROFESSIONAL SUMMARY

Accomplished Director of Operations with 23 years of progressive experience in Operations. Demonstrated expertise in Business Analysis, Requirements Gathering, Process Mapping with a strong track record of driving innovation and delivering measurable business results.

CORE COMPETENCIES

Business Analysis

Requirements Gathering

Process Mapping

Documentation

PROFESSIONAL EXPERIENCE

Director of Operations | Walmart

2013 - Present | Sydney, Australia

- Spearheaded operations initiatives that delivered 38% improvement in operational efficiency
- Led cross-functional teams of 9 professionals across multiple high-impact projects
- Architected and implemented Business Analysis solutions resulting in \$394K annual cost savings
- Established best practices and mentored 8 team members, improving overall team productivity by 22%

Director of Operations | Airbnb

2009 - 2013

- Developed and maintained requirements gathering applications serving 30K+ users
- Collaborated with product and design teams to deliver 15 major feature releases
- Optimized system performance resulting in 43% reduction in response time

EDUCATION

Master of Technology

Princeton University | 1998

Bachelor of Science in Communications

Princeton University | 1996