

Lars Andersen

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PROFESSIONAL SUMMARY

Accomplished Process Improvement Manager with 16 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

Process Improvement Manager | Charles Schwab

2016 - Present | Montreal, QC, Canada

- Spearheaded operations initiatives that delivered 23% improvement in operational efficiency
- Led cross-functional teams of 10 professionals across multiple high-impact projects
- Architected and implemented Business Analysis solutions resulting in \$433K annual cost savings
- Established best practices and mentored 4 team members, improving overall team productivity by 33%

Process Improvement Manager | Microsoft

2013 - 2016

- Developed and maintained requirements gathering applications serving 55K+ users
- Collaborated with product and design teams to deliver 16 major feature releases
- Optimized system performance resulting in 28% reduction in response time

EDUCATION

Bachelor of Science in Management

Complutense University of Madrid | 2004