

Hans Mueller

hans.mueller@email.com | +885-426-8964 | Seoul, South Korea

PROFESSIONAL SUMMARY

Accomplished Process Improvement Manager with 10 years of progressive experience in Operations. Demonstrated expertise in Data Analysis, Excel, SQL with a strong track record of driving innovation and delivering measurable business results.

CORE COMPETENCIES

Data Analysis

Excel

SQL

Tableau

Power BI

Reporting

PROFESSIONAL EXPERIENCE

Process Improvement Manager | Johnson & Johnson

2019 - Present | Seoul, South Korea

- Spearheaded operations initiatives that delivered 15% improvement in operational efficiency
- Led cross-functional teams of 11 professionals across multiple high-impact projects
- Architected and implemented Data Analysis solutions resulting in \$345K annual cost savings
- Established best practices and mentored 4 team members, improving overall team productivity by 31%

Process Improvement Manager | Mastercard

2015 - 2019

- Developed and maintained excel applications serving 16K+ users
- Collaborated with product and design teams to deliver 11 major feature releases
- Optimized system performance resulting in 47% reduction in response time

EDUCATION

Bachelor of Science in Liberal Arts

Duke University | 2009

LANGUAGES

English | Korean