

Emma Thompson

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PROFESSIONAL SUMMARY

Accomplished Business Operations Manager with 22 years of progressive experience in Operations. Demonstrated expertise in Operations Management, Process Improvement, Lean Six Sigma with a strong track record of driving innovation and delivering measurable business results.

CORE COMPETENCIES

Operations Management	Process Improvement	Lean Six Sigma
Project Management	KPIs	

PROFESSIONAL EXPERIENCE

Business Operations Manager | Adobe

2013 - Present | Cairo, Egypt

- Spearheaded operations initiatives that delivered 23% improvement in operational efficiency
- Led cross-functional teams of 11 professionals across multiple high-impact projects
- Architected and implemented Operations Management solutions resulting in \$350K annual cost savings
- Established best practices and mentored 4 team members, improving overall team productivity by 25%

Business Operations Manager | Tesla

2009 - 2013

- Developed and maintained process improvement applications serving 60K+ users
- Collaborated with product and design teams to deliver 18 major feature releases
- Optimized system performance resulting in 37% reduction in response time

EDUCATION

Bachelor of Science in Economics

Columbia University | 1998