

# Sofia Petrov

sofia.petrov@email.com | +972-645-4845 | Copenhagen, Denmark

## PROFESSIONAL SUMMARY

Accomplished Business Operations Manager with 12 years of progressive experience in Operations. Demonstrated expertise in Change Management, Training, Standard Operating Procedures with a strong track record of driving innovation and delivering measurable business results.

## CORE COMPETENCIES

Change Management

Training

Standard Operating Procedures

Cross-functional Collaboration

## PROFESSIONAL EXPERIENCE

### Business Operations Manager | Global Retail Solutions

2018 - Present | Copenhagen, Denmark

- Spearheaded operations initiatives that delivered 17% improvement in operational efficiency
- Led cross-functional teams of 5 professionals across multiple high-impact projects
- Architected and implemented Change Management solutions resulting in \$167K annual cost savings
- Established best practices and mentored 5 team members, improving overall team productivity by 37%

### Business Operations Manager | Netflix

2015 - 2018

- Developed and maintained training applications serving 19K+ users
- Collaborated with product and design teams to deliver 5 major feature releases
- Optimized system performance resulting in 35% reduction in response time

## EDUCATION

### Bachelor of Science in Communications

University of Oslo | 2007