

ZARA IBRAHIM

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EXECUTIVE SUMMARY

Senior operations leader with 7+ years of experience driving digital transformation and business growth. Proven track record of leading high-performance teams, implementing strategic initiatives, and delivering solutions that generate measurable ROI across global markets.

CORE COMPETENCIES

Strategic Leadership	Team Management	Digital Transformation
Change Management	Training	Process Optimization
Stakeholder Management	P&L Responsibility	Change Management

PROFESSIONAL EXPERIENCE

Business Operations Manager

H&M; | 2017 - Present

- Spearheaded enterprise-wide operations transformation initiatives impacting 1015+ employees
- Delivered \$9M+ in annual revenue growth through strategic change management implementations
- Built and led global teams of 34 professionals across 7 countries
- Reduced operational costs by 28% while improving service quality and customer satisfaction

EDUCATION & CERTIFICATIONS

Master of Business Administration | University of Bologna | 2013

Bachelor of Science in Communications | University of Bologna | 2011

Professional Certifications:

- Executive Leadership Program
- Strategic Management Certificate