JILL THOMAS

Operations Manager

✉ jillthomas@email.com
📞 (123) 456-7890
📍 Austin, TX
in LinkedIn.com

EDUCATION

Master of Business Administration
University of Texas
📅 September 2014 - April 2016
📍 Austin, TX

Bachelor of Arts
Business Administration
University of Texas
📅 September 2008 - April 2012
📍 Austin, TX

SKILLS

- Salesforce
- Microsoft Excel, Word, PowerPoint
- Tableau
- Data Analysis & Reporting
- Employee Onboarding
- Leadership Experience

CAREER SUMMARY

People and results-oriented professional with 10 years of experience managing operations holistically. Motivated to invest in onboarding and training of high-caliber Nordstrom employees to ensure every department runs smoothly, each decision is prudent, and all deadlines are met.

WORK EXPERIENCE

Operations Manager

US Farathane

📅 May 2018 - current   📍 Austin, TX

- Overhauled existing employee onboarding processes, resulting in a performance increase of 23% in the average employee's first 4 months
- Identified manually intensive data collection tasks for the sales team and worked with engineering to launch tools that reduced manual work by 117 hours each month
- Oversaw the development of more robust reporting for the customer support team which improved customer NPS by 12% year over year
- Created coaching strategy for sales development reps, leading to a new business performance that was 28% above plan for 2019
- Reduced headcount by 11% while exceeding revenue goals by 18%
- Grew to lead and onboard a team of 4 operations analysts

Operations Manager

Lova North America, Inc.

📅 August 2016 - May 2018   📍 Austin, TX

- Managed a team of 14 outbound sales specialists
- Established monthly goals and coaching for sales development reps, leading to an average yearly improvement in sales of 16% per SDR
- Analyzed data to identify potential up-sell opportunities for new clients leading to $660K in incremental sales
- Exceeded sales targets by $1.2M in 2017

Operations Analyst

SHI International Corp.

📅 August 2012 - August 2016   📍 Austin, TX

- Developed processes to identify underperforming paid acquisition channels, resulting in a 13% increase in ad spend ROI in 2013 and 2014
- Created reporting for contractors to identify areas for improvement, leading to a 7% increase in performance
- Created onboarding documentation for new interns that was used to onboard 27 employees