**Alexandra Solomon**

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**PROFESSIONAL SUMMARY**

Results-driven professional with experience driving business growth and operational excellence through data-based decision-making, strategic planning and execution, and effective team leadership. Proven ability to lead project planning, oversee requirement gathering, manage resources efficiently, identify risks early, and actively monitor progress to rapidly solve problems. Skilled at eliciting and analyzing business requirements from stakeholders, and developing insightful recommendations, detailed process flows and maps, and solution prototypes grounded in data and user needs. Exceptional talent for building highly engaged teams, providing coaching and development opportunities, delegating responsibilities, championing work-life balance, and fostering inclusive and feedback-rich environments

**CORE COMPETENCIES**

* Business Case Development
* Project Management
* Process Modeling
* Business Intelligence
* Scope Management & Status Reporting
* Risk Management
* Team Leadership
* Data Analysis & Data Visualization
* Performance Management
* Budgeting & Resource Allocation
* Metrics and Kpis Management
* Quality Control

**TECHNICAL SKILLS**

**Data Analysis:** Tableau, Power BI

**Project Management:** Scrum, Kanban, Kaizen, Trello, Todoist, Asana, Slack, Google Suite

**Microsoft Office:** Word, Excel, PowerPoint, Outlook, OneNote, SharePoint

**CS Software:** Amazon Connect, Zendesk, Gainsight, SalesForce, Looker

**WORK EXPERIENCE**

**EU Expansion Operations Analyst June 2021 - Present**Amazon – Remote

* Led cross-functional collaboration with HR Business Teams across Europe to ensure compliance with labour laws, resulting in the successful launch of a new employee database.
* Developed expertise in Turkish, Dutch, Swedish, and Polish employment law, effectively navigating complex legal frameworks and providing valuable guidance to the organization.
* Documented and maintained workflows, standard operating procedures (SOPs), and process changes, contributing to the streamlining of EU workflow operations.
* Actively engaged with multiple stakeholders, including Central Ops leadership and tech teams, to identify root causes of process failures and implement effective solutions.
* Conducted data analysis on workflow performance, identified trends, and made data-driven recommendations for process improvements, resulting in increased efficiency and productivity.

**Europe-North America Operations Manager December 2019 – June 2021**Amazon – Remote

* Developed and managed the first Italy-based and UK-based teams of Executive Relations Specialists, handling escalated customer issues through various channels such as phone, chat and email.
* Established the department's strategy and vision, creating an operational blueprint for the launch of additional EU departments, leading to successful expansion and growth within the region.
* Demonstrated expertise in e-commerce and logistics, effectively managing programs across the EU region to optimize operations and enhance customer satisfaction.
* Effectively conveyed complex information to diverse audiences, utilizing clear and concise language, including executive summaries, to facilitate understanding and drive informed decision-making.
* Spearheaded and facilitated multiple Kaizen-Value Stream Map events across the EU, driving process optimization and achieving substantial time and cost savings.
* Implemented a comprehensive quality assurance and management system, conducting audits to identify process gaps and enhance productivity, resulting in a notable 27% increase in efficiency.
* Actively collaborated with the VP of Operations and senior managers, contributing valuable insights and recommendations during Quarterly Business Reviews (QBR) to drive strategic decision-making and business growth.
* Implemented continuous improvement projects over three years, resulting in a 37% reduction in employee effort and an annual financial waste reduction of £120.
* Successfully implemented an enhanced customer escalation process, leading to a significant 40% improvement in customer satisfaction scores and a notable 17% reduction in customer complaints.

**EU Operations Manager December 2018 – December 2019**

Amazon - Remote

* Consistently generated management information reports while driving process improvements that resulted in a significant efficiency increase of over 17%.
* Successfully devised and executed a new SLA tracking system, leading to a remarkable 78% enhancement in SLA compliance.
* Conducted comprehensive ad-hoc and project analysis to identify and address information production issues, resulting in a substantial reduction of up to 43% in redundant computational resource load.

**EDUCATION**

**Master of Arts : Intelligence and Security | 2020 -2022**University of Leicester – UK

**Bachelor of Arts : Criminology | 2014 - 2017**University of Leicester – UK

**PROFESSIONAL DEVELOPMENT**

**Level 7 Diploma in Strategic Management and Leadership**  
CPD Course, 2023 – Present

**Level 7 Certificate in Executive Coaching and Mentoring**UK Professional Development Academy, 2022 - Present  
  
**Project Management Professional (PMP) Training**  
PMI, 2022 – 2023

**Prince2 Foundation Training**  
Prince2 Institute, 2021

**LANGUAGES**

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| **English** :    Fluent |  | **Italian** :    Fluent |