

NAME

TITLE
000-000-0000 / EMAIL / CITY, STATE, ZIP

Profile

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Experience

Operations Manager - Microsoft/ San Antonio, Texas

December 2020 – Current

- Led a team of operational professionals in continuously monitoring and improving Microsoft's online services
- Developed a software installation time reduction plan that shortened company lead times by 15%
- Spearheaded a lean training and quality management program, resulting in 55 certified employees by the end of 2021
- Implemented a quarterly employee feedback and improvement program that decreased turnover by 40%
- Managed the annual operations budget and prepared 14 major contracts, which were approved by the chief operating officer

Business Systems Analyst - Accenture/ Los Angeles, California

February 2018 – December 2020

- Facilitated and supported 12 agile team members in backlog adjustments to ensure quality output
- Performed 15 impact analysis programs on key updates and significant changes being introduced to the Accenture operating manual
- Created weekly data mapping documents to enhance the structure and increase the accessibility of company information
- Initiated new customer communication protocols, resulting in a 13% decrease in response time for inquiries and complaints
- Redesigned the customer service process, leading to fewer refund requests and reducing labor costs by \$15,000 per month

Project Experience

- **Company-wide Incentive Program (2022):** Assisted in establishing criteria and performance metrics used in granting incentives to top-performing employees
- **Business Optimization Analysis (2020):** Conducted an in-depth analysis of key areas for cost reduction and methods to boost productivity
- **Customer Service Streamlining (2020):** Collaborated with IT specialists in developing best practices and upgraded systems to improve customer service

Education

Master in Strategic Management and Executive Leadership -

Pennsylvania State University

2016–2018

- GPA: LIST
- AWARD
- AWARD

Bachelor of Science in Computer Science - University of Arizona

2013–2016

- GPA: LIST
- AWARD
- AWARD

Skills

Expertise

- New business development
- Customer retention strategy
- Leadership
- Budgeting and finance
- Critical thinking

Licenses & Accreditations

Licenses Licenses & Accreditations

- Certificate in Analytical Skills, American Management Association (2020)
- Project Management Professional, Project Management Institute (2019)
- Certified Business Process Associate, Association of Business Process Management Professionals International (2019)