

Emily Chen

Operations Manager

✉ emilychen@email.com
📍 New York, USA
🌐 linkedin.com/in/emilychen

☎ 123-456-7890
🌐 emilychen.com
📁 emilychen.github.io



Summary

Results-driven Operational Management professional with 8+ years of experience in Technical Project Management, driving business growth through strategic planning, process optimization, and team leadership. Proven track record of delivering high-impact projects on time, within budget, and with exceptional quality.

Experience

Technical Project Manager

ABC Corporation • New York, USA • Jan 2018 - Present

Leading cross-functional teams to deliver large-scale technical projects, resulting in 25% increase in revenue and 30% reduction in project timelines.

- Developed and executed project plans, resource allocation, and risk management strategies
- Collaborated with stakeholders to define project scope, goals, and deliverables
- Coordinated with development teams to ensure timely and within-budget project delivery
- Conducted project status updates, identified and mitigated risks, and ensured compliance with company policies
- Implemented process improvements, resulting in 20% reduction in project costs and 15% increase in team productivity

Operations Manager

DEF Company • London, UK • Jun 2015 - Dec 2017

Managed daily operations, including supply chain management, inventory control, and logistics, resulting in 12% reduction in operational costs and 10% increase in customer satisfaction.

- Analyzed and optimized operational processes, resulting in 8% reduction in lead times and 5% increase in productivity
- Developed and implemented operational metrics, including KPIs and dashboards, to measure and improve performance
- Led cross-functional teams to resolve operational issues and improve overall efficiency
- Coordinated with external partners to ensure seamless supply chain operations
- Implemented a new inventory management system, resulting in 15% reduction in inventory levels and 8% increase in fill rates

Education

Bachelor of Science

University of Michigan • Ann Arbor, USA • 2008 - 2012

Industrial and Operations Engineering • 3.5/4.0

Master of Business Administration

University of Oxford • Oxford, UK • 2012 - 2014

MBA • 3.8/4.0

Certificates

Skills

- Project Management
- Operational Management
- Supply Chain Management
- Inventory Management
- Leadership • Communication
- Problem-Solving
- Microsoft Office • Asana
- Trello

Languages

English • Native
Spanish • Fluent

Strengths

Strategic Planning

Proven ability to develop and execute strategic plans, resulting in significant business growth and improvement.

Team Leadership

Experienced leader with a strong track record of motivating and guiding cross-functional teams to achieve exceptional results.

Process Optimization

Skilled in analyzing and optimizing operational processes, resulting in significant improvements in efficiency, productivity, and quality.

Hobbies

Reading
Hiking

Awards

Employee of the Year

ABC Corporation • 2019

Recognized for outstanding contributions to the company, including significant revenue growth and process improvements.

References

PMP Certification

Project Management Institute • 2016
Certified Project Management Professional

Six Sigma Black Belt

American Society for Quality • 2014
Certified Six Sigma Black Belt

John Doe, CEO, ABC Corporation
Supervisor
johndoe@abccorporation.com

Jane Smith, CTO, DEF Company
Colleague
janesmith@defcompany.com