



Jane Doe

Senior Operations Supervisor

jane.doe@email.com

New York, USA

jane.doe.linkedin

123-456-7890

jane.doe.website

jane.doe.portfolio

Summary

Results-driven Senior Operations Supervisor with 8+ years of experience in managing high-performing teams, streamlining processes, and driving business growth. Proven track record of achieving 25% increase in productivity, 30% reduction in costs, and 95% customer satisfaction rate.

Experience

Senior Operations Supervisor Jan 2018 - Present

ABC Corporation New York, USA

Led a team of 15 operations staff, overseeing daily operations, and implementing process improvements that resulted in a 20% reduction in operational costs and a 15% increase in efficiency.

- Developed and implemented operational strategies to achieve business objectives
- Managed and mentored team members to achieve individual and team goals
- Analyzed and resolved operational issues, improving overall quality and customer satisfaction
- Collaborated with cross-functional teams to drive business growth and expansion
- Monitored and controlled operational budgets, ensuring cost-effectiveness and efficiency

Operations Supervisor Jun 2015 - Dec 2017

DEF Company Chicago, USA

Supervised a team of 8 operations staff, coordinating daily operations, and implementing process improvements that resulted in a 12% increase in productivity and a 10% reduction in costs.

- Coordinated and managed daily operations, ensuring timely and efficient completion of tasks
- Trained and developed team members to achieve individual and team goals
- Analyzed and resolved operational issues, improving overall quality and customer satisfaction
- Maintained and improved operational processes, ensuring compliance with industry standards

Languages

English	Native
Spanish	Fluent

Skills

Operations Management, Team Management, Process Improvement, Budgeting and Cost Control, Communication and Interpersonal Skills, Problem-Solving and Analytical Skills, Microsoft Office Suite, ERP Systems

Education

Bachelor's Degree 2008 - 2012

University of Michigan Ann Arbor, USA

Business Administration 3.5/4.0

Projects

Operational Efficiency Project 2019 - 2020

Project Lead

Led a team to analyze and improve operational processes, resulting in a 20% reduction in operational costs and a 15% increase in efficiency.

Microsoft Office Suite · ERP Systems

Certificates

Certificate in Operations Management 2015

University of Chicago

Completed a certificate program in operations management, focusing on process improvement and operational efficiency.

References

John Doe, CEO, ABC Corporation

Supervisor john.doe@abccorporation.com

Hobbies

Reading

Hiking