

# Emily Chen

## Process Improvement Supervisor

✉ emilychen@email.com

📍 New York, NY

🌐 linkedin.com/in/emilychen

☎ 123-456-7890

🌐 emilychen.com

📄 emilychen.github.io



## SUMMARY

Results-driven Process Improvement Supervisor with 5+ years of experience in streamlining operations, enhancing efficiency, and driving cost savings. Proven track record of achieving 25% reduction in process cycle time and 30% increase in productivity through data-driven solutions and cross-functional collaboration.

## SKILLS

- Process Mapping
- Data Analysis
- Lean Six Sigma
- Project Management
- Communication
- Collaboration
- Problem-Solving
- Time Management
- Leadership

## EXPERIENCE

### Process Improvement Supervisor

Jan 2020 - Present

ABC Corporation

New York, NY

Supervise a team of 5 process improvement specialists to identify, analyze, and implement process enhancements across the organization.

- Developed and implemented a process mapping framework that reduced process cycle time by 25% and increased productivity by 30%
- Collaborated with cross-functional teams to design and implement a new workflow management system, resulting in a 40% reduction in errors and a 25% increase in throughput
- Analyzed data to identify areas of improvement and developed recommendations for process enhancements, resulting in a 20% reduction in costs and a 15% increase in customer satisfaction

### Process Improvement Specialist

Jun 2018 - Dec 2019

DEF Company

Los Angeles, CA

Identified, analyzed, and implemented process improvements to increase efficiency, reduce costs, and enhance customer satisfaction.

- Conducted root cause analysis and developed recommendations for process enhancements, resulting in a 15% reduction in costs and a 10% increase in productivity
- Designed and implemented a new quality control process that reduced defects by 20% and increased customer satisfaction by 12%
- Collaborated with teams to develop and implement a new training program, resulting in a 25% increase in employee engagement and a 15% increase in knowledge retention

## EDUCATION

### Bachelor of Science

Sep 2014 - May 2018

New York University

New York, NY

Industrial Engineering

3.5/4.0