

# RACHEL SMITH

INVENTIVE **SENIOR OPERATIONS LEADER** WITH 7+ YEARS OF ADVANCEMENT AND EXPERIENCE.

## CONTACT

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## EDUCATION

BACHELOR OF BUSINESS  
ADMINISTRATION (BBA)

Roanoke College, Roanoke, VA

## CERTIFICATION

PROJECT MANAGEMENT PROFESSIONAL  
(PMP),

Project Management Institute

## KEY SKILLS

Business Needs Assessment |  
Complex Problem-Solving |  
Conflict Resolution | Cost  
Reduction & Elimination | Data  
Gathering & Analysis | Efficiency  
Improvement | New Employee  
Onboarding | Procedure  
Development | Process  
Streamlining | Reporting &  
Documentation | Six Sigma  
Methodology | Staff Training &  
Development | Stakeholder  
Relations | Talent Hiring &  
Retention | Team Leadership &  
Motivation | Vendor Negotiations

## PROFILE

Skilled at paring back costs, streamlining processes, and driving strategic growth in competitive markets. Focused on finding new ways to hire, train, and motivate successful staff members. Recent highlights include creating employee resources that helped raise new hire retention by 15%.

## PROFESSIONAL EXPERIENCE

SENIOR OPERATIONS MANAGER • AUGUST 2020 TO PRESENT

UVW Incorporated • Charleston, SC

Appointed to oversee 15 direct and 40 indirect reports. Control and execute a \$4M budget. Help continually define and hone core business strategy. Report directly to CEO and COO.

- Streamlined weekly reporting system, raising efficiency 20% with no loss in data accuracy.
- Cut yearly costs \$40K by setting a more strategic, consistent schedule for ordering product materials.
- Introduced onboarding processes and communication checkpoints that helped improve new hire retention by 15%.

OPERATIONS MANAGER • JANUARY 2016 TO AUGUST 2020

ABC Associates • Charleston, SC

Hired to supervise a 20-member team while reporting to VP of Operations. Charged with updating systems to form a more cost-effective and customer-focused organization.

- Expanded training program to cover more products and client demographics, helping team grow customer base by 15% in 3 years.
- Instituted client follow-up procedures that decreased common complaints by 30%.
- Negotiated new vendor contracts, reducing related expenses by 9%.

## PRIOR EXPERIENCE HIGHLIGHT

Gained strong foundation in work scheduling and team leadership as a Call Center Manager for EFG Incorporated.