

AJ

Aliya Jackson

Director of Business Operations

A seasoned director of business operations with a strong background in strategic planning, financial analysis, and leadership. Proven track record in improving operational efficiency, profitability, and customer satisfaction at top-tier firms like McKinsey & Company and Deloitte.

CONTACT



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email@example.com



LinkedIn



Boston, MA 12345

EDUCATION

- Master of Business Administration (MBA)

Harvard Business School, Boston, MA

- Master's Degree in Operations Management

Massachusetts Institute of Technology, Cambridge, MA

- Bachelor's Degree in Business Administration

University of Pennsylvania, Philadelphia, PA

KEY SKILLS

- Financial analysis and reporting
- Process streamlining
- Project and program management
- Strategic business planning
- Team leadership and motivation

PROFESSIONAL EXPERIENCE

Director of Business Operations | McKinsey & Company, Boston, MA
June 2016 - Present

- Developed and implemented a strategic plan that increased operational efficiency by 25%
- Led a cross-functional team that identified and executed process improvements, resulting in a 15% increase in profitability
- Collaborated with department heads to streamline business processes, enhancing customer satisfaction by 20%

Operations Manager | Deloitte, Philadelphia, PA
May 2015 - June 2016

- Managed daily operations, ensuring all departments functioned efficiently and effectively
- Conducted financial analysis to identify areas for cost reduction, saving the company \$500,000 annually
- Led project management initiatives, completing projects on time and within budget

PROFESSIONAL DEVELOPMENT

Certified Business Analysis Professional (CBAP) | International Institute of Business Analysis

Certified Supply Chain Professional (CSCP) | Association for Supply Chain Management

Project Management Professional (PMP) | Project Management Institute