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# Sophia Patel

Versatile HR operations manager with 10 years of experience optimizing internal processes, vendor management, and HR analytics. Drives operational excellence and cost savings through streamlined systems and strategic planning.

## CONTACT



(555) 123-4568



sophia.patel@example.com



LinkedIn



Columbus, OH 43004

## KEY SKILLS

- HR analytics
- Payroll oversight
- Process optimization
- Vendor management
- Workforce planning

## PROFESSIONAL EXPERIENCE

HR OPERATIONS MANAGER | OPTIMA GROUP, COLUMBUS, OH  
APRIL 2018 – PRESENT

- Revamped payroll system, cutting errors by 50% and saving \$75,000 annually
- Established new SOPs for time-off requests, improving efficiency by 35%
- Manage benefits contracts and reduce premiums by negotiating with vendors

HR SPECIALIST – OPERATIONS | CENTRACORE, COLUMBUS, OH  
FEBRUARY 2013 – MARCH 2018

- Developed HR dashboards to track hiring and turnover
- Supported implementation of HRIS platform across 3 business units
- Conducted internal audits to ensure data accuracy

## EDUCATION

- Bachelor of Science in Business Administration, The Ohio State University, Columbus, OH |

## CERTIFICATIONS

- Certified Payroll Professional (CPP) - APA