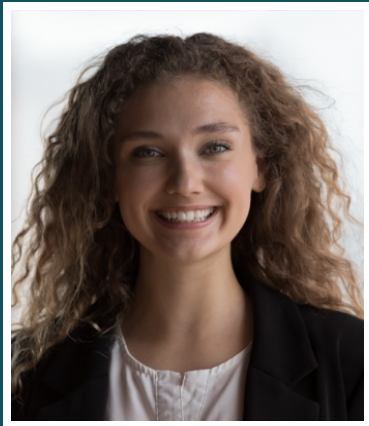




Dana Vickers

Director of Operations

Operations professional with 6 years of experience redesigning workflows, building executive reporting systems, and managing cross-functional planning cadences across multiple office locations. Reduced average project turnaround time from 26 days to 15 days by redesigning intake and approval processes in Asana for 7 departments. Skilled in Tableau, OKRs, EOS (Traction), and board report development.

CONTACT INFORMATION

 (507) 555-0111

 dana.vickers@example.com

 Winona, MN 12345

EDUCATION

- BS (Bachelor of Science) Public Administration
2016 - 2020
Winona State University, Winona, MN

KEY SKILLS

- Asana
- Tableau
- OKRs
- Executive Communications
- Strategic Planning
- Stakeholder Management
- Board Report Development
- Meeting Facilitation
- EOS (Traction)
- KPI Tracking

PROFESSIONAL EXPERIENCE

Director of Operations | 2023 - Present
Bluffview Commerce Partners, Winona, MN

- Reduced average project turnaround time from 26 days to 15 days by redesigning the intake and approval workflow in Asana for 7 departments.
- Condensed monthly board report preparation from 19 hours to 5 hours by building reusable Tableau dashboards that auto-populate financial and operational KPIs.
- Raised the company-wide employee satisfaction score from 58 to 75 by launching quarterly town halls, skip-level meetings, and an anonymous feedback channel.
- Managed the CEO's operating cadence, including weekly leadership syncs, monthly business reviews, and annual planning sessions across 4 office locations.

Operations Manager | 2021 - 2023
Hiawatha Valley Group LLC, Rochester, MN

- Shortened cross-departmental project cycles by 8 days by introducing a standardized brief template and weekly status cadence tracked in Asana.
- Cut board report assembly time by 12 hours per quarter by centralizing data sources and creating a single slide framework for executive updates.
- Coached 3 first-time managers through onboarding plans that lifted their teams' satisfaction scores by 13 points within 9 months.

Executive Assistant to the CEO | 2020 - 2021
Coulee Bluff Consulting Group, La Crosse, WI

- Drafted board meeting packets and pre-reads, trimming preparation time by 11 hours per quarter through a shared template library.
- Coordinated scheduling, travel, and briefing documents for the CEO across 38 client engagements per year.
- Maintained a follow-up log for leadership meeting decisions and open questions.