

# [First Last Name]

[City, State] | [email@example.com] | [+1 (555) 555-5555] | [LinkedIn URL]

## PROFESSIONAL SUMMARY

[Results-driven **Operations Manager** with [X] years of experience optimizing end-to-end business operations, streamlining processes, and leading cross-functional teams in [industry/industries]. Proven track record of reducing costs, improving service levels, and implementing data-driven continuous improvement initiatives using tools such as [Lean], [Six Sigma], and [ERP/CRM systems]. Adept at building high-performing teams, standardizing workflows, and aligning operational strategy with organizational goals to drive scalable and sustainable growth.]

## PROFESSIONAL EXPERIENCE

### [Operations Manager] | [Company Name], [Location]

[Month YYYY] – [Present]

- [Led day-to-day operations for a [size]-person team across [number] departments, implementing standardized operating procedures that improved on-time delivery performance by [X]% and reduced operational errors by [Y]% within [Z] months.]
- [Implemented a continuous improvement program leveraging [Lean / Six Sigma / Kaizen] methodologies, identifying and eliminating process bottlenecks to reduce cycle time by [X]% and achieve annual cost savings of [\$X].]
- [Managed vendor and supplier relationships for [category, e.g., logistics, raw materials, services], renegotiating contracts and optimizing inventory controls to decrease procurement costs by [X]% while maintaining [service level / quality] targets above [Y]%.]

### [Assistant Operations Manager] | [Company Name], [Location]

[Month YYYY] – [Month YYYY]

- [Supported the Operations Manager in overseeing daily production, scheduling, and resource allocation for [business unit/warehouse/plant], improving capacity utilization by [X]% through data-driven workforce planning and shift optimization.]
- [Developed and maintained performance dashboards in [Excel / Power BI / Tableau / ERP system], tracking KPIs such as [order accuracy, throughput, downtime, SLA compliance], which enabled leadership to make faster, evidence-based decisions and improved KPI adherence by [X]%.]
- [Coordinated cross-functional initiatives between [Operations, Sales, Finance, and Customer Service] to streamline order-to-cash processes, reducing order processing time from [X] days to [Y] days and increasing customer satisfaction scores by [Z] points.]

## EDUCATION

### [Bachelor of Science in Operations Management] | [University Name], [Location]

[Month YYYY] – [Month YYYY]

- [Relevant coursework: Supply Chain Management, Process Improvement, Project Management, Statistics, Business Analytics, Quality Management.]
- [Honors/Distinctions: [Dean's List / Cum Laude / Relevant Academic Award] (if applicable).]

### [Professional Certification in Lean Six Sigma Green Belt] | [Issuing Organization]

[Month YYYY]

- [Completed certification focused on process mapping, root cause analysis, and data-driven problem solving to reduce defects and variability in operational processes.]

## SKILLS

- **Operational Excellence & Strategy:** [Process Optimization], [Lean / Six Sigma], [KPI Development], [Standard Operating Procedures (SOPs)], [Capacity Planning], [Continuous Improvement].
- **Supply Chain & Logistics:** [Inventory Management], [Demand Planning], [Vendor Management], [Warehouse Operations], [Order Fulfillment], [Logistics Coordination].
- **Data & Systems:** [ERP systems (e.g., SAP, Oracle, NetSuite)], [CRM platforms], [Advanced Excel], [SQL / BI tools (e.g., Power BI, Tableau)], [Data Analysis & Reporting].
- **Project & Change Management:** [Project Planning], [Stakeholder Management], [Risk Mitigation], [Change Management], [Process Documentation], [Cross-Functional Collaboration].
- **Leadership & People Management:** [Team Leadership], [Coaching & Mentoring], [Performance Management], [Conflict Resolution], [Training & Development].
- **Quality & Compliance:** [Quality Control], [Root Cause Analysis], [Standard Compliance (e.g., ISO standards)], [Health & Safety Awareness], [Audit Preparation].
- **Soft Skills:** [Strategic Thinking], [Analytical Problem-Solving], [Communication], [Time Management], [Decision-Making], [Customer Focus].

## SELECTED PROJECTS

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**[Operational Cost Reduction Initiative] | [Company Name]**

[Month YYYY] – [Month YYYY]

- [Led a cross-functional project to analyze end-to-end operational expenses, identify inefficiencies in [procurement, warehousing, transportation], and implement process changes that resulted in a [X]% reduction in operating costs and improved EBITDA margins.]
- [Warehouse Process Redesign & Layout Optimization] | [Company Name]**
- [Month YYYY] – [Month YYYY]
- [Redesigned warehouse layout and picking processes using [5S / Lean] principles, reducing average pick time by [X]% and increasing order accuracy to [Y]% while supporting [Z]% growth in order volume without additional headcount.]