

# [First Last Name]

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

## PROFESSIONAL SUMMARY

Seasoned **Chief Operating Officer** with [X+] years of experience leading end-to-end operations, scaling organizations, and driving cross-functional execution in [industry/sector]. Proven track record in **operational excellence, P&L management, and strategic planning**, delivering sustainable revenue growth and margin expansion. Adept at building high-performing teams, optimizing processes using **data-driven decision-making**, and partnering with CEOs and boards to translate vision into measurable outcomes. Recognized for balancing **strategic leadership** with hands-on operational rigor in fast-paced, evolving environments.

## PROFESSIONAL EXPERIENCE

### [Chief Operating Officer] | [Mid-Sized Technology Company]

[Month Year] – Present

[City, State/Country]

- Directed company-wide operations across [X] business units, overseeing [X] employees and a budget of [\$X]M+, achieving a [X%] improvement in EBITDA margin and [X%] year-over-year revenue growth through disciplined cost management and strategic investment prioritization.
- Implemented a data-driven operating cadence (OKRs, KPIs, dashboards) using tools such as [Tableau/Power BI/Looker] and [ERP/CRM system], reducing decision cycle times by [X%] and improving forecast accuracy from [X%] to [X%].
- Led end-to-end transformation of core processes (sales operations, customer success, supply chain, and finance workflows), standardizing SOPs and introducing continuous improvement practices (Lean/Six Sigma) that reduced operational defects by [X%] and cycle times by [X%].

### [VP of Operations] | [High-Growth SaaS Company]

[Month Year] – [Month Year]

[City, State/Country]

- Owned day-to-day operations for a rapidly scaling SaaS business, partnering with the CEO and C-suite to define and execute a 3-year strategic plan that supported ARR growth from [\$X]M to [\$Y]M while maintaining customer churn below [X%].
- Built and led cross-functional teams in [Customer Operations, Business Operations, Revenue Operations, and Program Management], establishing clear performance metrics, governance, and reporting that increased on-time project delivery from [X%] to [Y%].
- Deployed a scalable revenue operations framework integrating [CRM platform], [subscription billing tool], and [marketing automation system], enabling end-to-end funnel visibility and improving sales productivity by [X%] per rep.

## EDUCATION

### [Master of Business Administration (MBA)] | [Top Business School Name]

[Month Year] – [Month Year]

[City, State/Country]

- Concentration in [Operations / Strategy / Finance]; coursework in [Corporate Strategy], [Operations Management], [Managerial Accounting], and [Organizational Behavior].

### [Bachelor of Science in Business Administration] | [University Name]

[Month Year] – [Month Year]

[City, State/Country]

- Major in [Management / Operations]; Honors: [Summa Cum Laude / Dean's List / Relevant Honors].

## SKILLS

### Strategic & Executive Leadership

- [Strategic Planning & Execution]
- [P&L Ownership & Financial Acumen]

- [Board & Investor Communication]

#### Operations & Process Excellence

- [Operational Strategy & Scaling]
- [Process Optimization (Lean / Six Sigma)]
- [KPI/OKR Design & Performance Management]

#### Technology & Analytics

- [ERP/CRM Platforms: e.g., Salesforce, NetSuite, SAP]
- [Business Intelligence: e.g., Tableau, Power BI, Looker]
- [Data-Driven Decision-Making & Dashboarding]

#### People & Change Leadership

- [Executive Team Leadership & Coaching]
- [Organizational Design & Change Management]
- [Cross-Functional Collaboration & Stakeholder Management]

## SELECTED STRATEGIC INITIATIVES & PROJECTS

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### [Enterprise-Wide Operating Model Redesign]

[Chief Operating Officer] | [Company Name] | [Year]

- Led a company-wide initiative to redesign the operating model across [X] regions, standardizing core processes, decision rights, and reporting structures; reduced organizational complexity and delivered an estimated [\$X]M in annual run-rate savings.

### [Digital Transformation & Systems Integration]

[VP of Operations] | [Company Name] | [Year]

- Sponsored and governed implementation of a new integrated technology stack (ERP, CRM, and BI tools), consolidating disparate systems and enabling real-time visibility into revenue, costs, and operational performance across the enterprise.