

Ms. Park

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SENIOR OPERATIONS EXECUTIVE

Driving profitable growth with a focus on global development, change management, strong and sustained revenue streams, strategic alliances, due diligence and risk management.

- Proven ability to lead highly-productive, collaborative teams and steer initiatives that channel start-up ventures, business process design, productivity enhancement, cost control programs, procurement process improvement, contract management and multi-cultural labor relations.
 - Billion-dollar industry experience in financial services, consumer products, manufacturing and consulting services.
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PROFESSIONAL EXPERIENCE

Global Communications Company (Libertyville, IL)

2004 - Present

Director – Strategic Alignment & Operations (2005-Present)

Directed the start-up and implementation of \$20B global unit. Teamed with regional and international business leaders, finance directors and attorneys to develop and implement strategies to leverage best practices, increase efficiencies and negotiate deals. Managed vendors and sales partners in China, Latin America, North America, Middle East, India, Africa and Europe.

- Led a team that created, implemented and launched global sales agreement/contract process to define and standardize terms and conditions, mitigate risk and ensure compliance with Sarbanes-Oxley. *Result:* Generated \$240M in operating earnings and enabled consistent customer pricing.
- Instituted knowledge management competency to share best practices in deal negotiations. Worked with IT to customize web-enabled database, build approval process and create various reports. *Result:* Positively impacted revenue by improving contract negotiations planning/tactics.

Senior Program Manager – Black Belt (2004)

Managed several business process improvement projects utilizing six sigma methodology within the Customer Solutions Support organization.

- Lead 15-person cross-functional team to analyze, standardize and launch inventory management and service/repair processes (elements of Mobile Device's new product introduction process). Facilitated work by IT, engineering, product development, sales, repair and parts & inventory. Identified key behaviors required to enable change management and created processes for sustainability. *Result:* Improved inventory turns for repairs, reducing costs by about \$1M.
- Created standard metrics and terms for North American service and repair organization. *Result:* Tied metrics to customer requirements, improving service and efficiencies.

Communications Solutions Company (Downers Grove, IL)

2002 – 2004

Strategic Sourcing Leader – Black Belt

Worked with general managers, engineers and master black belts at eight manufacturing plants to improve supply chain processes, optimize purchasing and reduce costs using six sigma methodology. Analyzed processes and data, implemented best practices and managed change initiatives.

- Implemented standard purchase order process and cards in every plant. *Result:* Improved productivity, dramatically increased quality levels and reduced costs by about \$1M.
- Recognized as an effective leader and coach of teams and individuals. *Example:* Motivated underperforming plant buyers to engage in process improvements. Leveraged quarterly operations reviews to reward individual successes that led to the promotion of two buyers.
- Developed new process for processing vendor invoices. *Result:* Reduced invoice defects by 25% and spending at test plants by 8%. Solution implemented in all plants nationwide.

Business Consulting Company (Chicago, IL)

2000 – 2002

Consultant

Served as internal consultant for CIO Solutions Delivery team that assessed and improved company's IT infrastructure for managing customer projects. Worked with executives and employees to identify problems and objectives. Evaluated, implemented and launched new programs.

- Worked with seven teams in the U.S., Dublin, Manila, Madrid, Australia and Paris to implement, standardize and train employees on new project management software.
- Led global team from the Software Process Engineering group to develop and deploy continuous improvement processes. Established total quality management protocols and trained teams in standards. Completed level three Capability Maturity Model readiness assessments.
- Developed scorecards and status reporting systems to monitor the institutionalization of best practices, change management plans and communication plans for CIO Solutions Delivery.

Diversified Financial Services Company (Addison, IL)

1997 – 2000

Special Projects Consultant / Transport Manager / Processing Manager

Supervised 35-40 direct reports and coordinated daily activities of up to 60 employees within company's credit card and bill payment unit. Successfully lead six sigma projects that improved processes, reduced inefficiencies, increased customer loyalty and maximized profitability.

- Hired, trained, developed and motivated employees. *Result:* Consistently achieved record results including processing levels peaking at 250,000 items per shift.
- Led six sigma project to create forecasting and staffing models for scheduling. *Result:* Cut staff by 20% while maintaining productivity levels. Processes implemented throughout other corporate segments.
- Implemented cross-training program. *Result:* Reduced overtime costs by 25%, increased ability to quickly respond to changes in volume and increased employee job satisfaction.
- Managed the installation and implementation of high speed imaging equipment to fully integrate systems across two processing centers. *Result:* Decreased processing errors by 15%.
- Completed six sigma training and obtained Green and Black Belt Certification.

Chicagoland Bank (Chicago, IL)

1991 – 1997

Asset & Investment Management Company (Chicago, IL)

1986 – 1991

Served as Assistant Vice President of Operations with both organizations. Steered workplace consolidations, financial systems integrations/conversions and industry trend analysis, Introduced benchmarking activities to determine financial impact on business strategy. Generated higher productivity with a reduction in errors through employee team-building, cross-training and streamlining operations. Instrumental in bidding for and obtaining lucrative government and health care industry accounts.

EDUCATION

Master of Business Administration, University of Chicago

Bachelor of Science in Economics, Northwestern University