**NATALIE BENSON** Operation Manager

natalie.benson@email.com | (123) 456-7890 | linkedin.com/nataliedoe | New York, NY

***SUMMARY***

Results-driven Operations Manager with 6 years of experience optimizing supply chains, streamlining business processes and leading cross-functional teams. Expert in implementing cost-saving strategies, improving operational efficiency and driving organizational growth. Proven ability to manage multimillion budgets and deliver measurable improvements in delivery. Seeking to leverage leadership and analytical skills in a growth-focused organization.

***WORK HISTORY***

**Operations Manager - TechFlow Logistics | New York, NY Jan 20XX – Present**

* Reduced operational costs by 18% through process automation and vendor renegotiation.
* Led a team of 20+ to exceed fulfillment targets by 25% YoY.
* Introduced KPI tracking dashboards, enhancing data visibility and decision-making.
* Spearheaded warehouse redesign, improving inventory accuracy by 30%.
* Integrated SAP ERP across departments, increasing workflow efficiency.
* Enhanced customer satisfaction scores from 82% to 94% within 12 months.
* Implemented Lean principles to reduce waste in packaging by 15%.
* Conducted quarterly operational audits to ensure compliance and risk mitigation.

**Assistant Operations Manager - LogistiCore Inc. | Jersey City, NJ Jul 20XX – Dec 20XX**

* Managed daily logistics for a $10M supply chain network.
* Decreased shipping errors by 22% through improved quality control processes.
* Coordinated onboarding and training for new operations staff.
* Developed standard operating procedures that increased consistency across teams.
* Supported a 3PL transition that reduced delivery times by 20%.
* Oversaw vendor performance and improved service reliability by 17%.

**Operations Analyst - QuickFleet Solutions | Newark, NJ Jun 20XX – Jun 20XX**

* Conducted root cause analysis on process delays, reducing turnaround time by 12%.
* Prepared performance reports and presented insights to senior management.
* Maintained vendor scorecards and escalated recurring issues.
* Supported inventory cycle count program, increasing accuracy by 10%.

***EDUCATION***

**Master of Business Administration (MBA)** Graduated: 2016**Rutgers Business School | Newark, NJ**

**Bachelor of Science in Industrial Engineering**Graduated: 2014  
**New Jersey Institute of Technology | Newark, NJ**

***SKILLS***

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| * Strategic Planning & Execution * Supply Chain Optimization * Process Improvement * Budget Management | * Team Leadership * Inventory Management * KPI Development & Reporting * Project Management (Agile) | * ERP Systems (SAP, Oracle) * Conflict Resolution * Vendor Management * Change Management |

***CERTIFICATES***

Certified Six Sigma Green Belt – ASQ

Project Management Professional (PMP) – PMI

Certified Supply Chain Professional (CSCP) – APICS

Lean Management Certification – GoLeanSixSigma