DARIA OKONKWO

BUSINESS OPERATIONS ANALYST

daria.okonkwo@example.com | (555) 512-9034 | Austin, TX
linkedin.com/in/dariaokonkwo-ops

SUMMARY

Business Operations Analyst with 6 years at Google and Amazon Web Services building the data infrastructure and process rigor that turns operational chaos into measurable efficiency. Reduced manual processing costs by $1.8M and cut SLA breaches 47% through SQL-driven root-cause analysis and Lean process redesign. CBAP and Six Sigma Green Belt certified.

EXPERIENCE

Senior Business Operations Analyst

Feb 2021 - Present

Google

Austin, TX

Embedded ops analyst in the Trust & Safety Policy Operations team.

- Redesigned 6 manual review workflows using UiPath and SQL automation; cut per-case handling time 63% and saved 14,400 analyst hours/year ($1.8M)
- Built Looker OKR dashboard for 200+ ops managers, reducing weekly reporting overhead from 4 hrs to 20 min per team
- Conducted 5-Why root-cause analysis on SLA breaches across 12 queues; targeted interventions cut breach rate 47% in 90 days
- Partnered with engineering to define 80+ operational data requirements for a new case-management platform; zero critical defects at launch

Business Operations Analyst

Jun 2018 - Jan 2021

Amazon Web Services

Seattle, WA

Operations analyst supporting the AWS Support organization's efficiency and quality programs.

- Analyzed 2M+ monthly support-ticket records in BigQuery to identify bottleneck categories; drove workflow changes saving 8,000 engineer-hours/quarter
- Created Python-based monitoring script that auto-flagged SLA-at-risk tickets 4 hours early, improving on-time resolution rate from 74% to 91%
- Led cross-functional process mapping of 5 support escalation paths; standardization reduced avg escalation time from 6.2 hrs to 3.1 hrs
- Documented and socialized 12 operational SOPs adopted across 4 global support centers

PROJECTS

Trust & Safety Ops Automation

Jan 2023 - Jun 2023

Lead Analyst

Redesigned 6 manual review workflows using UiPath and SQL triggers; cut average handling time from 8 min to 3 min per case, saving 14,400 analyst hours annually.

OKR Analytics Dashboard

May 2022 - Oct 2022

Project Lead

Architected a Looker OKR tracking system for 200+ ops managers; reduced weekly OKR reporting time from 4 hours to 20 minutes per team.

SKILLS

Business Operations Analysis | SQL & BigQuery | Process Improvement (Lean / Six Sigma) | Tableau / Looker | Project Management (Agile) | Python (pandas, automation) | Stakeholder Management | OKR / KPI Framework Design | Microsoft Office Advanced | Root Cause Analysis (Fishbone / 5-Why)

EDUCATION

Bachelor of Business Administration — Aug 2013 - May 2017

University of Texas at Austin, McCombs School of Business — Austin, TX

Business Administration — GPA: 3.7/4.0

LANGUAGES

English ●●●●●

Spanish ●●●○○

CERTIFICATES

Certified Business Analysis Professional (CBAP)

IIBA · 2023

Lean Six Sigma Green Belt

ASQ · 2022

Google Data Analytics Professional Certificate

Google · 2021

AWS Cloud Practitioner

Amazon Web Services · 2020