

Emily Johnson

Operations Coordinator

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Summary

Results-driven Operations Coordinator with 5+ years of experience in managing day-to-day operations, improving processes, and increasing efficiency. Proven track record of successfully coordinating projects, managing budgets, and leading cross-functional teams to achieve business objectives.

Experience

Operations Coordinator

ABC Corporation · New York, NY · Jan 2020 - Present

Coordinate daily operations, manage budgets, and lead cross-functional teams to achieve business objectives.

- Coordinated and executed 10+ projects with a 95% on-time completion rate, resulting in a 20% reduction in costs and a 15% increase in productivity
- Developed and implemented process improvements that increased efficiency by 25% and reduced errors by 30%
- Managed a team of 5 employees, providing coaching, training, and performance evaluations to ensure high-quality performance
- Analyzed and resolved operational issues, implementing corrective actions that improved customer satisfaction by 10%
- Collaborated with senior management to develop and implement strategic plans, resulting in a 12% increase in revenue

Junior Operations Coordinator

DEF Company · Chicago, IL · Jun 2018 - Dec 2019

Assisted in coordinating daily operations, managed smaller projects, and supported cross-functional teams.

- Assisted in coordinating 5+ projects with a 90% on-time completion rate, resulting in a 10% reduction in costs and a 5% increase in productivity
- Developed and implemented process improvements that increased efficiency by 10% and reduced errors by 15%
- Supported a team of 3 employees, providing coaching and training to ensure high-quality performance
- Analyzed and resolved operational issues, implementing corrective actions that improved customer satisfaction by 5%
- Collaborated with junior management to develop and implement tactical plans, resulting in a 5% increase in revenue

Education

Bachelor's

University of Michigan · Ann Arbor, MI · Sep 2014 - May 2018

Business Administration · 3.5/4.0

Skills

Project Management • Process Improvement • Budgeting • Leadership • Communication •
Time Management • Microsoft Office • Google Suite • Data Analysis • Problem-Solving •
Team Management • Strategic Planning
