

JILL THOMAS

Operations Manager

✉ jillthomas@gmail.com

☎ (123) 456-7890

📍 Austin, TX

🌐 LinkedIn

EDUCATION

Master of Business
Administration

University of Texas

📅 September 2014 - April 2016

📍 Austin, TX

Bachelor of Arts

Business Administration

University of Texas

📅 September 2008 - April 2012

📍 Austin, TX

SKILLS

Salesforce

Microsoft Excel, Word, Powerpoint

Tableau

Data analysis & reporting

Employee Onboarding

Leadership Experience

CAREER OBJECTIVE

People and results-oriented professional with 5 years of experience managing operations holistically. Motivated to invest in onboarding and training of high-caliber employees to ensure every department runs smoothly, every decision is prudent, and every deadline is met.

WORK EXPERIENCE

Operations Manager

US Farathane

📅 May 2018 - current 📍 Austin, TX

- Overhauled existing employee onboarding processes resulting in performance increase of 23% in average employee's first four months
- Identified manually intensive data collection tasks for the sales team and worked with engineering to launch tools that reduced manual work by 115 hours each month
- Oversaw the development of more robust reporting for the customer support team which improved customer NPS by 12% year over year
- Created coaching strategy for sales development reps, leading to a new business performance that was 28% above plan for 2019
- Reduced headcount by 10% while exceeding revenue goals by 18%
- Grew to lead and onboard a team of 4 operations analysts

Operations Manager

Lova North America, Inc.

📅 August 2016 - May 2018 📍 Austin, TX

- Managed a team of 14 outbound sales specialists
- Established monthly goals and coaching for sales development reps, leading to an average yearly improvement in sales of 15% per SDR
- Analyzed data to identify potential up-sell opportunities for new clients leading to \$650K in incremental sales
- Exceeded sales targets by \$1.2M in 2017

Operations Analyst

SHI International Corp.

📅 August 2012 - August 2016 📍 Austin, TX

- Developed processes to proactively identify underperforming paid acquisition channels resulting in an increase in ad spend ROI of 13%
- Created reporting for contractors to identify areas for improvement leading to a 7% increase in performance
- Created onboarding documentation for new interns that was used to onboard 27 employees