

BEV CALDWELL

*E-commerce
Operations Manager*

✉ cwell.b@email.com

☎ (123) 456-7890

📍 Vernon Hills, IL

🌐 [LinkedIn](#)

EDUCATION

Bachelor of Science
Business Administration

DePaul University

📅 2012 - 2016

📍 Chicago, IL

Master of Business
Administration

**University of Illinois
Chicago**

📅 2016 - 2018

📍 Chicago, IL

WORK EXPERIENCE

E-commerce Operations Manager

RiverPoint Group

📅 January 2020 - current

📍 Vernon Hills, IL

- Analyzed vendor contracts and renegotiated with 14 vendors to **save \$2.15M in 2021**
- Eliminated 400+ hours of quarterly administrative work by recommending 2 types of CRM software and technical updates
- Managed a team of 12 virtual sales specialists
- Monitored day-to-day operations, collaborating with teams across 4 departments to increase operational efficiency

Marketing Operations Manager

Appcast

📅 August 2018 - January 2020

📍 Chicago, IL

- Expanded training time for specialist teams by 20 hours, **improving retention by 15%**, saving \$250K despite increased pay rates
- Handled liability claims, communicating investigations and solutions to 37+ associates
- Implemented a task force comprised of product users, engineers, and sales and marketing managers
- Collaborated on D-level suite with project plans, including utilizing portions of advertisement budgets for untapped markets such as podcasts and Nextdoor
- Improved the performance of online platforms by 27%

Assistant Marketing Manager

Shirley Ryan Ability Lab

📅 July 2016 - August 2018

📍 Chicago, IL

- Coached 5 interns and a team of 12+ full-time staff members and 9 contractors
- Formalized the launch of a campaign for a new product, resulting in \$95K of net revenue
- Fostered partnerships with higher education institutions, resulting in a \$2M increase in revenue

SKILLS

Oracle E-commerce Suite ; JBoss, IBM WebSphere, Jetty; Agile Methodologies ; Creative and Strategic Thinking ; Goal-oriented ; Innovative Leadership