




BEV CALDWELL

E-COMMERCE OPERATIONS MANAGER

CONTACT

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(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

SKILLS

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

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