

# Liam Matthews

## Operations Consultant

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(123) 456-7890

Lincoln, NE

[LinkedIn](#)

### WORK EXPERIENCE

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#### **Sephora** - Operations Leader

2018 - current

Lincoln, NE

- Trained and managed 7 district managers and 35 team members
- Incorporated automated inventory lists to streamline operational processes, increasing efficiency by 11%
- Saved company \$3.4K in lost weekly sales per location by implementing seasonal displays based on high-margin items
- Collaborated with advertising consulting agency to improve social media campaigns, increasing conversions by 31%

#### **ULTA Beauty, Inc.** - Retail Operations Manager

2015 - 2018

Lincoln, NE

- Oversaw team of 47 store managers across 22 retail stores with a combined total of \$70.2M in annual sales
- Established discounts for regular customers, increasing customer satisfaction by 12%
- Monitored inventory for discrepancies and extraneous costs, reducing operation costs by 8% in 2017
- Scheduled, trained, and mentored 38 staff members

#### **Pearson** - Data Operations Analyst

2013 - 2015

Lincoln, NE

- Completed business process benchmarking project, identifying potential for \$230K of savings annually
- Led major data gathering project, resulting in a company promotional campaign that delivered \$1.3M in new business
- Reduced store's shrink by 15% by reducing extraneous costs

### EDUCATION

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#### **University of Nebraska-Kearney** - Bachelor of Science, Information Technology

2007 - 2011

Kearney, NE

### SKILLS

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Problem-solving; Financial Management; Programming; Programming Languages (HTML, SQL, Python); Supply Chain Management; Enterprise Resource Planning; Collaboration; Java Framework (Javascript, Spring, J2EE, JCS, Servlet)