

NAME

Address: XXXXXXXX, New York, New York 10001 Phone: XXX.XXX.XXXX Email: XXXX@gmail.com

BUSINESS PROCESS LEADER

QUALIFICATIONS PROFILE

Challenge-driven, growth-focused, and accomplished professional, offering wide-ranging experience in business process management. Adept at conceptualizing and implementing key initiatives, policies, and solutions; coordinating business process improvement strategies; as well as identifying and evaluating risks and opportunities for process improvements. Recognized for leadership skills in overseeing and training top-performing teams toward operational efficiencies and customer satisfaction improvement. Articulate communicator; armed with solid interpersonal aptitudes in establishing positive work relationships to support business operations.

CORE COMPETENCIES

Process Development and Integration | Root Cause Analysis | Operational Process Audit | Business Needs Assessment
Regulatory Compliance | Cross-functional Collaboration | Rapid Conflict Resolution | Change Management

PROFESSIONAL EXPERIENCE

XXXXXXXXXX, New York, NY

Business Process Manager

2013–Present

- Take charge of auditing operational processes and functions to ensure adherence to policies and procedures
- Provide advice to independent owners to increase productivity based on audit findings
- Assume accountability in generating and submitting documents to owners regarding performance of each specific operational areas, while recommending necessary courses for operational improvement
- Preside over the training of managers including documentation of individual performance and proposal of initiatives to boost leadership capabilities
- Conduct research on inventory performance and shrink results prior to store visits to assist with the predetermination of the audit direction

XXXXXXXXXX, New York, NY

Process Service Manager

2009–2013

- Held responsibility in creating, updating, and managing documentation for all Information Technology Infrastructure Library (ITIL) processes
- Facilitated service review meeting with the executives and cross-functional team leadership
- Displayed leadership skills in providing account-specific coaching to change and incident process managers
- Developed and executed the best practice documentation for change management process
- Maintained visibility in relation to account operational support, including process compliance, client service level agreements (SLAs), and corporate key performance indicators (KPIs)
- Collaborated with project managers in ensuring process compliance and continuous improvement efforts

EARLIER CAREER

XXXXXXXXXX, New York, NY

Global Process Manager

Process Analyst

EDUCATION

Bachelor of Science in Business Administration • XXXXXXXXXXXX, New York, NY