**Summary**

Strategic and results-driven professional with a Master of Business Administration degree and over 10 years of progressive leadership experience in managing complex business operations, driving strategic growth, and optimizing cross-functional performance. Proven expertise in P&L management, process improvement, market analysis, and building high-performing teams. Seeking a senior management role as a Director or Vice President to lead key initiatives and deliver significant organizational value.

**Education**

Governors State University, University Park, IL

**Master of Business Administration**, May 2014

* **Capstone Project:** *Analysis of Market Entry Strategies for a Mid-Sized Technology Firm in a New Geographic Region.* (January 2014 - May 2014)

Purdue University, West Lafayette, IN

**Bachelor of Science (B.S.) in Business Management**, May 2010

**Professional Experience**

**Director of Business Operations** | Global Solutions Inc., Chicago, IL, June 2018 – Present

* Oversee end-to-end operational efficiency for a division generating over $50 million in annual revenue, managing a team of 45 employees across sales, finance, and client services.
* Develop and execute a comprehensive strategic plan that resulted in a 15% increase in market share over three years by targeting new customer segments and optimizing service delivery.
* Manage the division's P&L, implementing cost-reduction strategies that improved profitability by 8% annually while maintaining service quality.
* Lead a digital transformation project (2020-2021) to integrate new CRM and ERP systems, improving data visibility and operational efficiency by 20%.
* Mentor and coach senior managers, fostering a culture of accountability and continuous improvement.

**Senior Operations Manager** | Midwest Manufacturing Co., Joliet, IL, January 2015 – May 2018

* Managed daily operations for a manufacturing facility with 150+ employees, successfully increasing production output by 12% and reducing waste by 10% through the implementation of Lean Six Sigma principles.
* Developed and managed an operational budget of $10 million, consistently achieving financial targets.
* Negotiated key vendor contracts and managed supply chain logistics, resulting in a 7% reduction in raw material costs.
* Collaborated with the quality assurance team to enhance product standards, reducing defects by 15% and improving customer satisfaction scores.

**Business Analyst** | Financial Services Group, Chicago, IL, June 2010 – December 2014

* Conducted market research and financial analysis to support strategic business decisions and new product development.
* Prepared detailed financial forecasts and performance reports for executive leadership, contributing to quarterly business reviews.
* Assisted with budget planning and variance analysis for multiple business units.

**Skills**

* **Business Strategy:** Strategic Planning, Market Analysis, P&L Management, Financial Forecasting, Corporate Governance.
* **Operations & Process:** Lean Six Sigma, Process Improvement, Supply Chain Management, Budgeting, Resource Allocation.
* **Leadership:** Team Building, Mentoring, Change Management, Performance Management, Cross-Functional Leadership.
* **Software & Tools:** Microsoft Office Suite (Advanced Excel), Salesforce, SAP, Tableau, Jira.

**Certifications & Professional Networks**

* Chicago Business Leadership Network – Member since January 2019
* Project Management Professional – PMI (Issued: August 2017)
* Lean Six Sigma Green Belt (Issued: March 2016)
* Project Management Institute (PMI) – Member since September 2015

**Awards & Recognition:**

* Global Solutions "Director of the Year" Award (October 2022)
* Midwest Manufacturing "Operational Excellence Award" (June 2017)