

Alexandra Johnson

Business Operations Manager

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PROFESSIONAL SUMMARY

Results-driven and strategic Business Operations Manager with 8+ years of experience optimizing processes, leading teams, and implementing corporate initiatives for growth and efficiency. Adept at cross-functional collaboration, client relations, and delivering measurable improvements in performance and profitability.

PROFESSIONAL EXPERIENCE

Business Operations Manager

Acme Corporation, New York, NY

Mar 2020 – Present

- Directed daily operations for a team of 20+, improving workflow efficiency and reducing costs by 15% annually.
- Implemented data-driven process improvements, leading to a 10% increase in client retention.
- Collaborated with senior leadership to roll out strategic initiatives across multiple departments.

Project Coordinator

Bright Solutions Inc., New York, NY

Jun 2016 – Feb 2020

- Managed cross-functional project teams to deliver client solutions on schedule and within budget.
- Developed project documentation, timelines, and status reports for executive stakeholders.

EDUCATION

MBA, Business Administration

Columbia University

2014 – 2016

B.S., Management

New York University

2010 – 2014

SKILLS

Project Management

Operations Optimization

Budgeting & Forecasting

Process Improvement

Data Analysis

Team Leadership

Client Relations

Strategic Planning

