

# JOE HARRIS

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## Profile

Accomplished business leader with seven years of experience boosting operational efficiency in the manufacturing sector, resulting in increased profitability by 24% in one fiscal year. Confident leader, respected mentor, and strategic planner with a track record of identifying revenue-producing business opportunities.

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## Education

September 2011 – **Bachelor of Science (B.S.) Business Administration**  
June 2015  
Temple University, Philadelphia, PA

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## Professional Experience

October 2019 – present      **Business Analyst, GrowthPartners, Philadelphia, PA**

- Collaborated with senior managers to optimize operational processes, resulting in a 23% revenue increase in 2021
- Launched a client services incentive program that improved customer satisfaction ratings by 32% during an 18-month period
- Performed market research to harvest opportunities for profitable growth in underserved niches
- Analyzes performance metrics to deliver detailed reports that drive strategic decision-making by company stakeholders

June 2015 – October 2019      **Department Manager, BeScene Corp., Philadelphia, PA**

- Onboarded and trained new associates
- Managed a team of 25 employees, serving as a mentor
- Created a new employee handbook that improved team member retention during the first 90 days by 12%
- Conducted a supplier study to identify vendor savings opportunities
- Launched an employee incentive program that reduced call-offs by 34%

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## Key Skills

- Complex problem-solving
  - Cross-functional collaboration
  - Organizational change
  - Performance management
  - Strategic business planning
  - Team leadership and motivation
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## Certifications

- Entry Certificate in Business Analysis, International Institute of Business Analysis (IIBA), 2022
- Leadership Essentials Certificate, Cornell University, 2020