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ALIYA JACKSON

A seasoned director of business operations with a strong background in strategic planning, financial analysis, and leadership. Proven track record in improving operational efficiency, profitability, and customer satisfaction at top-tier firms like McKinsey & Company and Deloitte.

KEY SKILLS



- Financial analysis and reporting
- Process streamlining
- Project and program management
- Strategic business planning
- Team leadership and motivation

EDUCATION



Master of Business Administration (MBA)
Harvard Business School,
Boston, MA

Master's Degree in
Operations Management
Massachusetts Institute of
Technology, Cambridge, MA

Bachelor's Degree in
Business Administration
University of Pennsylvania,
Philadelphia, PA

PROFESSIONAL EXPERIENCE



Director of Business Operations | McKinsey & Company, Boston, MA
June 2016 - Present

- Developed and implemented a strategic plan that increased operational efficiency by 25%
- Led a cross-functional team that identified and executed process improvements, resulting in a 15% increase in profitability
- Collaborated with department heads to streamline business processes, enhancing customer satisfaction by 20%

Operations Manager | Deloitte, Philadelphia, PA
May 2015 - June 2016

- Managed daily operations, ensuring all departments functioned efficiently and effectively
- Conducted financial analysis to identify areas for cost reduction, saving the company \$500,000 annually
- Led project management initiatives, completing projects on time and within budget

PROFESSIONAL DEVELOPMENT



- Certified Business Analysis Professional (CBAP), International Institute of Business Analysis
- Certified Supply Chain Professional (CSCP), Association for Supply Chain Management
- Project Management Professional (PMP), Project Management Institute