



# Karen Miller

## Operations Improvement Manager

### ABOUT ME

I am an operations improvement manager with over nine years of experience streamlining processes and enhancing operational efficiency. I specialize in identifying bottlenecks, redesigning workflows, and implementing technology solutions that drive business performance.

### PROFESSIONAL EXPERIENCE

#### Operations Improvement Manager | McKinsey & Company, Houston, TX

February 2013 – Present

- Developed process improvements that increased operational efficiency by 25%.
- Implemented technology solutions that reduced bottlenecks by 20%.
- Collaborated with executives to align operations with strategic goals.

#### Operations Analyst | Deloitte, Houston, TX

June 2007 – January 2013

- Conducted workflow analyses to identify inefficiencies.
- Assisted in implementing new processes that cut operational costs by 15%.
- Supported integration of advanced software tools for process management.

### CERTIFICATIONS

- Certified Business Analysis Professional (CBAP)

### CONTACT

 (555) 777-0000

 karen.miller@example.com

 San Francisco, CA 94105

 LinkedIn

### EDUCATION

- MBA  
Rice University, Houston, TX –  
Graduated May 2011
- BS in Industrial Engineering  
Texas A&M University, College  
Station, TX – Graduated May 2007

### KEY SKILLS

- Process Optimization
- Operational Efficiency
- Workflow Analysis
- Technology Integration
- Strategic Planning