



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

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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