

JOSEPH BROWN

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Global Operations Executive

Data Management | Enterprise Technology Solutions | Process Improvements

Senior Operations Executive with a successful background crafting enterprise-wide technology solutions, process improvements, and data governance policy within global operations. Concept-to-implementation strategist with demonstrated success controlling multiple projects that elevate organizational efficiency while optimizing resources and increasing revenue. Data-focused and analytical with a track record of accomplishment in automating functions, standardizing data management protocol, and introducing new business intelligence tools. Thought leader working with key stakeholders focused on strategic planning, resource utilization, business development, and compliance. Fluent in Spanish and English.

AREAS OF EXPERTISE

Change Management ▪ Strategic Planning ▪ Process Improvements ▪ Standard Operating Procedures
Global Compliance & Standards ▪ Performance Management & KPIs ▪ Data Privacy & Regulatory Compliance
Operational Efficiencies ▪ Business Technology ▪ Contract Negotiations ▪ International Operations
Team Leader/Mentor/Trainer ▪ Customer Satisfaction/Retention ▪ Business Development

CLOUD COMPUTING: Cvent, Salesforce, SharePoint, Smartsheet, MS Office 365

BUSINESS INTELLIGENCE: Power BI, Tableau

PROFESSIONAL EXPERIENCE

ABC INTERNATIONAL, NEW YORK, NY

2015 – PRESENT

The ABC offers an international educational curriculum with 5,935 participating schools and 7,500 programs in 150+ countries for students ranging 3 to 19 years old.

Head of Global Operations | 02/2015-Present

Hired to implement strategic initiatives to improve global operations for four offices in the Americas, Asia Pacific, and European regions. Provide strategic guidance to core leadership team in the Schools Division with 220+ employees.

Strategy Planning

IB offices at all locations were both technologically and operationally decentralized with nonexistent or outdated technology, undocumented business processes, and no means to measure operational performance.

- Implemented global operational framework—School Lifecycle Management—structured to address each phase from business development to customer satisfaction.
- ✓ These scalable self-service solutions resulted in an **83% gain in optimized business processes, a 2% increase in income, 7% growth in business development, and a month labor saving of 48 hours** by accelerating each phase of the process and eliminating human error and redundancy.

Operations & Resource Utilization

- **Launched IB's first-ever Standard Operating Procedures** and facilitated training throughout 220+ employee organization on newly optimized business processes.
- **Implemented business intelligence tool**—Power BI—that enabled forecasting accuracy and visibility into stakeholder service needs, management of service level agreements and key performance indicators.
- **Elevated human capital utilization rate** by aligning regional division with international operational standards.

Data Governance

- **Implemented data governance framework** and processes to ensure protection of personally identifiable information and general digital assets.
- **Partnered with legal department to update data protection and privacy policies**, terms and conditions, non-disclosure agreements, and data collection/maintenance/retirement in compliance with General Data Protection Regulations (GDPR).

Technology Management

- **Integrated 30 disparate legacy systems into five enterprise-wide technology solutions** by implementing innovative cloud computer technologies; i.e., Salesforce and Cvent.
- **Eliminated technology footprint** from 30 disparate technology platforms to five cross-cutting cloud solutions.