

PROFESSIONAL SUMMARY

PROFESSIONAL VALUE STATEMENT. Summarize your professional experience. 4-5 lines maximum.

Write your professional value statement that succinctly summarizes your professional experience, qualifications, and skills. Using a summary statement isn't a must, but it can be a great way to set the hiring manager or recruiter's expectations. Include 4-5 lines of information that summarize your work experience and accomplishments with measurable results. Make sure the information you include aligns with the job requirements.

KEY HIGHLIGHTS

Delivering Results: Demonstrated ability to deliver results with large-scale and cross-functional teams and a track record of converting cost centers into profit centers, revenue growth, and improved customer retention and experience.

Thought Leadership: A transformative leader who brings a deep understanding of a customer-centric landscape, business and consumer service operations, in a hyper-competitive business environment.

Communication: Leverages strong communication and consultative skills to partner effectively with organizational stakeholders to develop, prioritize, and implement best practices aligned with organization's talent plan and strategy.

EDUCATION AND CERTIFICATION

Master of Business Administration, Computer Science, New York University, New York, NY

Bachelor of Science in Computer Science, Information Technology, New York University, New York, NY

Certified Project Management Practitioner (CPMP), Project Management Institute (2015)

Certified ScrumMaster (CSM), Project Management Institute (2017)

COMPETENCIES

- Quality Assurance, Project Management, Gap Analysis Reporting, Documentation, Compliance/Audits, Process Development, Strategic Planning, Research, Risk Management, Team Leadership, Communication, Data Analysis, Cross Functional Collaboration, Change Control, Product Management, Team Collaboration

WORK HISTORY

JOB TITLE | COMPANY NAME | CITY, ST Year - Year

Write a brief description of your current/or most recent job here. Example: Manage a budget of \$950K and all operational activities for the Sales department including assigning work, expense management, client development, sales training, team performance management, and service delivery.

- List up to 10-15 years of relevant work experience on your resume. Include responsibilities and experiences that align with the key skills and job requirements listed by the employer. Be brief and succinct as possible when listing your responsibilities with a maximum of two or three lines per bullet point. Highlight/ quantify your accomplishments/key contributions to show how you contributed and impacted your team/organization. Use action verbs as you list day to day responsibilities as well as quantifiable accomplishments. EXAMPLE: Created social media and marketing strategies for company brand that grew client base by 65%. Negotiated and saved an at-risk client and successfully signed a 5-year deal that generated \$2M. Include responsibilities and experiences that align with the key skills and job requirements listed by the employer.

TECHNICAL SKILLS

Microsoft Office (Word, Excel, PowerPoint, Access), Taleo, Adobe Suite,