FIRST NAME LAST NAME

PROJECT MANAGER

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SUMMARY

Results-oriented manager with 7 years of experience in operational process improvement and digital transformation projects. I have a proven record of efficient resource use and cost savings. I coordinate effectively across teams, make strategic decisions in crises and place customer satisfaction at the center of business objectives.

WORK EXPERIENCE

Senior Operations Manager

Feb 2019 – Present

Global Logistics Solutions Inc.

• Managed a 50-person operations team and optimized shift schedules.

• Analyzed supply chain disruptions and achieved a 20% increase in efficiency.

• Led the integration of new CRM software and delivered staff adoption training.

• Prepared annual budgets and monitored departmental spending against targets.

Project Specialist

Jun 2014 – Jan 2019

Delta Retail Group

• Planned store opening projects and coordinated architectural and technical teams.

• Analyzed sales data and proposed improvements to inventory management processes.

• Monitored supplier contracts and compliance with service-level agreements (SLAs).

• Prepared weekly performance reports for senior management.

EDUCATION

Istanbul University

Sep 2009 – Jun 2014

Bachelor's Degree • Faculty of Business Administration

SKILLS

Project Tools: Trello, Asana, Microsoft Project (advanced).

Data Analysis: Excel (macros and pivot tables), Tableau (basic), SQL (beginner).

Management: Crisis management, change management and strategic planning.

Process Improvement: Six Sigma (Green Belt), Kaizen, 5S methodology.

LANGUAGES

Turkish	Native
English	Advanced
German	Intermediate