

COO RESUME

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Summary

Goal-driven Chief Operating Officer with **15+ years' experience** harnessing a high level of business acumen and productivity with a record of motivating, mobilizing, and coaching 400+ employees. Seeking a position at [Company Name] to identify and mitigate operational problems and discrepancies, and employ cost-effective solutions.

Professional Experience

Chief Operating Officer

Oct 20XX–Present

UNITED AMERICA, Denver, CO

A rapidly growing consultancy firm delivering strategic expertise to empower businesses and drive success.

- Manage all bottom-line factors, including but not limited to long range planning, product management, third-party contracting, technology projects, and personnel
- Improve overall productivity while simultaneously reducing staffing and operational costs by 35% to develop a 100% remote workforce
- Increased company profits with a 10% savings cost by restructuring 11+ operating procedures and translating strategies into actionable goals for performance and growth
- Enhance operations by conducting operational analysis and recommending changes in policies and procedures
- Open new channels for 50,000+ customers to utilize and generate their own revenue

Chief Operating Officer

Jan 20XX–Oct 20XX

GLOBAL CARE, Denver, CO

Global Care stands as a leading force in the health care industry, setting new benchmarks for quality and customer satisfaction.

- Increased the response time for customer issues with a 90% improvement rate on response and resolution time by creating and leading a high-functioning operations team
- Oversaw all budget planning processes and company activities leading to the organization's first lucrative year with budget models matching planned costs and continuing profitability
- Ensured effective recruiting, onboarding, professional development, performance management, and retention
- Managed departmental operations and employee productivity by leading all cross-functional areas and teams in the company
- Led the conversion of Development and Quality Assurance teams to Agile process with continuous improvement, leading to a decrease in critical production defects by 95%

Education

UNIVERSITY OF DENVER, Denver, CO

May 20XX

Bachelor of Science in Business Administration

Additional Skills

Operational excellence and leadership; financial management and budgeting; organizational transformation; executive office procedures; contract negotiation; operations management