



Michael

ANDERSON

OPERATIONS ANALYST

Analytical and results-driven associate business analyst with a strong foundation in operations management and process improvement. Demonstrates exceptional skills in analyzing operational workflows and implementing data-driven solutions to enhance efficiency. Proven track record of collaborating with cross-functional teams to identify operational bottlenecks and develop strategic initiatives that drive business performance. Committed to continuous learning and professional development, with a keen interest in leveraging technology to optimize processes.

CONTACT

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SKILLS

- operations management
- process improvement
- Lean Six Sigma
- data analysis
- project management
- performance metrics

LANGUAGES

- English
- Spanish
- French

EDUCATION

BACHELOR OF SCIENCE IN OPERATIONS MANAGEMENT, UNIVERSITY OF OPERATIONS, 2018

ACHIEVEMENTS

- Achieved a 15% reduction in operational costs through process optimization initiatives.
- Recognized for outstanding contribution to team projects, enhancing overall efficiency.
- Successfully implemented new SOPs that improved team productivity by 25%.

WORK EXPERIENCE

OPERATIONS ANALYST

Logistics Solutions

2020 - 2025

- Analyzed operational processes to identify inefficiencies and recommend improvements.
- Utilized Lean Six Sigma methodologies to streamline workflows, resulting in a 20% increase in productivity.
- Collaborated with teams to develop standard operating procedures (SOPs) for critical processes.
- Conducted data analysis using R to support decision-making processes.
- Facilitated training sessions for staff on new operational procedures.
- Generated regular performance reports for management review, highlighting key metrics.

BUSINESS PROCESS INTERN

Efficiency Experts

2015 - 2020

- Assisted in the documentation of current processes to identify areas for improvement.
- Supported the team in data collection and analysis for operational assessments.
- Engaged in process mapping activities to visualize workflows.
- Utilized Excel for data analysis and reporting tasks.
- Participated in team meetings to discuss project progress and deliverables.
- Developed presentations for stakeholders summarizing findings and recommendations.