

Doloros Truillo

Business Operations Analyst

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📍 123 Oak Street, Charlotte, NC 28205

Education

Bachelor of Business Administration in Operations Management at University of North Carolina at Charlotte, NC

Aug 2017 - May 2021

Relevant Coursework: Operations Management, Supply Chain Management, Project Management, Quality and Process Improvement, Inventory Management, Business Analytics, Strategic Management, Decision Sciences, Lean Operations, and Production Planning.

Links

[linkedin.com/in/dolorostruillo](https://www.linkedin.com/in/dolorostruillo)

Skills

Data Visualization

SQL Querying

Python Programming

Tableau Proficiency

Salesforce Administration

Process Mapping

Microsoft Power BI

Languages

English

Profile

Detail-oriented Business Operations Analyst with 2 years of experience in driving process improvements, optimizing business performance, and conducting in-depth data analysis. Proficient in leveraging analytical tools and cross-functional collaboration to identify opportunities for increased efficiency and cost reduction. Adept at presenting data-driven insights to facilitate strategic decision-making and support organizational growth.

Employment History

Business Operations Analyst at Red Hat Inc., NC

May 2023 - Present

- Achieved a 25% reduction in operational costs by streamlining processes and implementing automation tools, resulting in annual savings of \$500,000 for Red Hat Inc., NC.
- Successfully identified and resolved bottlenecks in the supply chain, leading to a 15% improvement in order fulfillment time and a 10% increase in customer satisfaction ratings.
- Played a pivotal role in the development and implementation of a new business intelligence platform, which led to a 20% increase in data-driven decision-making and contributed to a 12% growth in company revenue within one year.

Associate Business Operations Analyst at Bank of America, NC

Aug 2021 - Mar 2023

- Successfully identified and implemented process improvements that increased operational efficiency by 25%, resulting in annual cost savings of \$150,000 for Bank of America's North Carolina branch.
- Conducted thorough data analysis on over 5000 transactions, uncovering discrepancies and reducing the risk of financial loss by 30%, while ensuring full compliance with regulatory requirements.
- Spearheaded a cross-functional team to develop and launch a new customer service initiative, which led to a 15% increase in client satisfaction scores and attracted 200 new customers within the first six months.

Certificates

Certified Business Analysis Professional (CBAP)

Nov 2021

Project Management Professional (PMP)

Oct 2020

Memberships