

Elverta Pothoven

Business Operations Specialist

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📍 1234 Elm Street, Fargo, ND 58103

Education

Bachelor of Business Administration in Operations Management at University of North Dakota, Grand Forks, ND

Aug 2017 - May 2021
Relevant Coursework: Operations Management Principles, Supply Chain Management, Quality Management, Project Management, Business Process Improvement, Strategic Management, Business Analytics, Inventory Control, Lean Six Sigma, and Enterprise Resource Planning.

Links

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

Skills

Salesforce proficiency
Tableau expertise
SQL mastery
Python programming
QuickBooks competency
Microsoft Dynamics knowledge
SAP experience

Languages

English

Profile

Diligent Business Operations Specialist with 2 years of experience in streamlining processes, optimizing efficiency, and maximizing revenue. Adept at analyzing data, implementing cost-effective solutions, and managing cross-functional teams. Proven track record of enhancing business performance through strategic planning and continuous improvement initiatives. Exceptional communication and collaboration skills, with a focus on achieving organizational goals.

Employment History

Business Operations Specialist at Microsoft, ND

- May 2023 - Present
- Successfully streamlined business processes resulting in a 25% increase in operational efficiency across Microsoft ND, by identifying bottlenecks, automating manual tasks, and implementing new project management tools.
 - Spearheaded the integration of a new CRM system at Microsoft ND, leading to a 40% reduction in customer response time and contributing to a 15% increase in overall customer satisfaction ratings within the first year.
 - Led a cross-functional team in the development and execution of a cost-saving initiative that reduced operational expenses by \$2 million annually, through renegotiating vendor contracts, optimizing resource allocation, and implementing energy-efficient measures.

Associate Business Operations Specialist at Amazon, ND

- Sep 2021 - Mar 2023
- Successfully reduced operating costs by 15% through process optimization and streamlining workflows, resulting in annual savings of over \$500,000 for the Amazon ND facility.
 - Implemented a new inventory management system that improved accuracy by 20% and reduced stock discrepancies by 30%, leading to a more efficient supply chain and better customer satisfaction.
 - Spearheaded a cross-functional team project that increased on-time delivery rates by 10%, contributing to a 5% increase in positive customer reviews and an overall boost in Amazon ND's reputation.

Certificates

Project Management Professional (PMP)

Mar 2022

Certified Supply Chain Professional (CSCP)

Nov 2020

Memberships

Association for Business Process Management Professionals (ABPMP)