**Name**

555-555-5555, name@gmail.com *(use non-Vanderbilt email address)*

LinkedIn: <https://www.linkedin.com/in/name/>

**Program Management | Strategy | Cross Functional Leadership**

Accomplished **Senior Program Manager** with extensive experience in direct field management and corporate support roles. Results-oriented strategic thinker with the ability to manage large-scale projects, influence stakeholders, and develop and drive changes from planning stage to execution. Successfully collaborates across teams and communicates ideas to senior leaders. ***MBA degree***. Competencies include:

* Team Management
* Dealing with Ambiguity
* Project Management
* Process Improvement
* Data Analysis
* Program Management

**Professional Experience**

**LARGE COMPANY**, Nashville, TN **Year - Year**

*As the world’s largest online retailer, Large Company is an e-commerce and cloud computing company. [NYSE:LCO]*

***Senior Program Manager, Year-Year***

Senior manager charged with building and improving a last mile delivery network that delivers tens of millions of products every week to Large Company’s customers.

* Analyzed supply chain performance, identified corrective actions, and presented to senior leaders. Led planning and execution of solutions including buy-in and alignment with stakeholders across multiple teams to improve volume availability and reduce late packages at 380+ stations.
* Served as Network Engineering representative on regional leadership and cross-functional teams as well as lead high profile meetings to align across business units.
* Designed sustainable escalation method from operations leaders to Network Engineering team. Educated field on process, monitor response times, and reviewed trends to identify large-scale opportunities.
* Communicated end to end performance, upcoming network changes with intended impact, and future design goals to senior leaders; launched and presented to senior leaders a Monthly/Quarterly Business Review process with standard document template, internal document review, and team forum.
* Generated Standard Operating Procedures, approved for NA, utilized by 81 ACES partners, 18 Network Engineering leaders, and all field leaders at 380+ stations.

***Senior Program Manager for Large Company Customer Excellence Systems, North America, Year-Year***

Senior manager charged with facilitating and guiding the application of Large Company’s lean process improvement methods to promote outstanding quality levels within a high growth environment of last mile delivery locations.

* Defined, owned and drove projects from concept to implementation. Ex: Holiday planning for US Quality, Benchmarking.
* Launched systems and implemented standard processes across multiple delivery sites.
* Represented Quality team on regional leadership and cross-functional projects as well as led high profile meetings to align across business units.
* Diagnosed and fixed broken operational processes in the field; ascertained and implemented best practices.
* Delivered trainings to operation and shift leaders; validated knowledge and use of tools regionally.
* Assessed performance against standards, developed and drove actions to close gaps, ensured continued execution.
* Organized cross-functional SWAT teams for bottom performing locations, utilized root cause analysis methodologies, synthesized team findings, presented recommendations to senior leaders, and oversaw execution of recovery plan for long-term stability.

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***MBA Operations Intern, Summer Year***

* Applied operations strategy and process efficiency concepts to reduce defects in Outbound processes and improve First Pass Yield metrics.
* Collaborated with senior leadership, technology development teams and front-line associates to implement process changes, notably through standardized audit procedure to limit variability in customer packaging.
* Created a verbal feedback loop to reduce behavior-driven errors made by the Pack department.

**Professional Association Leadership**

**ORGANIZATION**, Nashville Chapter **Year - Year**

***President | Vice President | Director of Community Engagement***

* Created annual strategic vision targeted at increasing engagement, improving programming, standardizing operations, and starting long-term planning; presented vision for approval with senior leaders.
* Led the Board of Directors in creating programming for 706 members from pre-event planning to execution.
* Managed budget creation and spend; sourced funding from sources such as Amazon in The Community.
* Developed Directors within their roles, including 2 promotions; interviewed, hired, and onboarded Directors.

**Education**

**MBA, Vanderbilt University Owen Graduate School of Management,** Nashville, TN

Concentration: Strategy and Operations

**BA,** Economics and Psychology**, Name College,** City, ST