

Aisha Patel

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SUMMARY

Detail-oriented Operations Analyst with over 5 years of experience in process optimization and data analysis. Proficient in utilizing data-driven insights to improve operational efficiency and reduce costs.

EXPERIENCE

Operations Analyst

Jan 2022 - Present

Tech Innovations Inc., San Francisco, CA

- Improved operational efficiency by 25% through the implementation of a new inventory management system, saving the company \$200,000 annually.
- Conducted data analysis on supply chain processes, identifying bottlenecks that reduced delivery times by 15% across multiple product lines.
- Developed and maintained dashboards using Tableau to visualize key performance indicators, facilitating data-driven decision making.

Business Analyst

Jun 2018 - Dec 2021

Global Solutions LLC, Los Angeles, CA

- Led a cross-functional team in a project to streamline operations, resulting in a 30% reduction in processing time for customer requests.
- Utilized SQL to extract and analyze large datasets, providing actionable insights that helped increase customer satisfaction scores by 20%.
- Created process documentation and training materials that improved onboarding efficiency for new hires by 40%.

Operations Coordinator

Aug 2016 - May 2018

XYZ Logistics, San Diego, CA

- Assisted in the implementation of a new project management tool, which enhanced team collaboration and project tracking by 35%.
- Monitored and analyzed operational metrics, contributing to a 10% decrease in operational costs through effective resource management.
- Coordinated logistics and supply chain operations, ensuring timely delivery and compliance with regulatory standards.

EDUCATION

Bachelor of Science in Business Administration

May 2018

University of California, Berkeley, Berkeley, CA • GPA: 3.7

SKILLS

Technical Skills: Data Analysis, Process Improvement, SQL, Tableau

Tools & Frameworks: Microsoft Excel, Asana, JIRA