

MAYA CHEN

SENIOR OPERATIONS MANAGER | CUSTOMER EXPERIENCE

maya.chen@example.com · Seattle, WA

EDUCATION

B.A. Business Administration
Cascadia State University
2017

SKILLS

Operations Strategy

Customer Experience

Process Improvement

Cross-Functional Leadership

Service Analytics

Change Management

Vendor Operations

Salesforce

Tableau

SQL

SUMMARY

Operations leader with 9 years of experience improving customer journeys, service delivery, and cross-functional execution. Connects operating data to practical workflow changes, with documented results in response time, quality, and team adoption.

EXPERIENCE

Senior Operations Manager · Northstar Home 2022 – Present

- Redesigned the customer escalation workflow across support, logistics, and product teams, reducing median resolution time by 27%.
- Built a weekly operating review used by 5 team leads to track service quality, backlog risk, and corrective actions.
- Led rollout and training for a new case-management process adopted by 68 customer-facing employees.

Operations Manager · Harbor Market 2019 – 2022

- Standardized launch checklists for 14 regional campaigns and reduced late handoffs by 34%.
- Partnered with analytics to identify repeat-contact drivers and prioritize three workflow fixes.

Operations Specialist · Cedar & Pine 2017 – 2019

- Maintained service reporting and coordinated issue resolution across retail and fulfillment teams.