

EXAMPLE CV — delete this banner and replace every line with your own. The words must be yours.

Sarah Whitfield

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PERSONAL STATEMENT

Operations and project manager with eight years' experience leading cross-functional teams in logistics and SaaS. Proven record of cutting cost and turnaround time through process redesign — most recently saving £180,000 a year by automating a manual fulfilment workflow. Skilled in stakeholder management, budget ownership and data-driven decision-making, and comfortable owning delivery end to end. PRINCE2 Practitioner, now targeting a senior operations role where I can scale process improvement across multiple sites.

KEY SKILLS

- **Process improvement (Lean)** — redesigned order fulfilment, saving £180k a year
- **Project delivery (PRINCE2)** — delivered 12 rollouts on time and within budget over 3 years
- **Budget ownership** — managed a £2m operating budget, 6% under for three years running

Stakeholder management | Data analysis (Excel, SQL, Power BI) | Team leadership | Supplier negotiation | Continuous improvement

WORK EXPERIENCE

Operations Manager — Brightway Logistics, Leeds

Mar 2021 – Present

- Redesigned the manual order-fulfilment workflow, cutting processing time 30% and saving £180,000 a year.
- Led a 15-person operations team across two sites, lifting on-time dispatch from 82% to 97% in 12 months.
- Owned a £2m operating budget, coming in 6% under budget for three consecutive years.
- Introduced weekly KPI dashboards in Power BI that cut stock discrepancies by 40%.
- Negotiated new courier contracts, reducing delivery cost per parcel by 18%.

Project Coordinator — Northgate SaaS, Manchester

Jul 2017 – Feb 2021

- Coordinated 12 software-rollout projects (PRINCE2), all delivered on time and within budget.
- Built an onboarding process that cut new-client setup from 6 weeks to 10 days.
- Managed stakeholder communications across 5 departments for a £600k platform migration.

Logistics Assistant — Brightway Logistics, Leeds

Sep 2015 – Jun 2017

- Processed 200+ daily orders at 99.5% accuracy and trained 6 new starters on the warehouse system.

EDUCATION

PRINCE2 Practitioner — AXELOS, 2020

BA (Hons) Business Management, 2:1 — University of Leeds, 2015

CERTIFICATIONS & MEMBERSHIPS

Lean Six Sigma (Green Belt), 2022 · Member, Chartered Management Institute (CMI)

References available on request.

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