# ALEXANDRA R. MITCHELL

Operations Manager

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Data-driven operations professional with 8+ years of experience supporting high-growth technology companies. Proven expertise in process optimization, cross-functional program execution, and performance analytics. Known for streamlining workflows, improving operational efficiency, and enabling scalable growth across product, engineering, and customer success teams. Strong communicator with a hands-on, systems-oriented mindset.

## PROFESSIONAL EXPERIENCE

**Senior Product Operations Manager** | **NovaCloud Technologies, San Jose, CA** — **February 2022 – Present**

- Partner with product, engineering, and go-to-market teams to support roadmap execution for a B2B SaaS platform serving 40,000+ users.
- Designed and implemented operational workflows that reduced product launch cycle time by 28%.
- Own product metrics dashboards (adoption, retention, feature usage), enabling leadership to make data-informed decisions.
- Lead quarterly planning and retrospectives, improving cross-team alignment and delivery predictability.
- Standardized documentation and handoff processes, cutting internal rework by 20%.

**Operations Manager** | **Brightline Software, Palo Alto, CA** — **August 2018 – January 2022**

- Managed day-to-day business and operational processes for a scaling SaaS organization with 120+ employees.
- Built reporting systems to track KPIs across product delivery, customer support, and revenue operations.
- Coordinated vendor relationships, budgeting, and contract renewals, reducing operational costs by 15%.
- Supported onboarding and enablement programs for new hires, improving time-to-productivity by 25%.

**Business Operations Analyst** | **Vertex Digital Solutions, Mountain View, CA** — **June 2016 – July 2018**

- Analyzed operational data to identify inefficiencies and improvement opportunities across departments.
- Created process documentation and SOPs used company-wide for training and compliance.
- Supported leadership with ad hoc analysis, forecasts, and performance reports.
- Collaborated with finance and product teams on budgeting and capacity planning initiatives.

## EDUCATION

**Bachelor of Science in Management Information Systems**

California State University, Fullerton | Fullerton, CA

- **Relevant Coursework:** Business Analytics, Systems Analysis, Project Management, Operations Strategy, Database Management

## SKILLS

- Product & Business Operations
- Process Optimization & Documentation
- Cross-Functional Program Management
- KPI Tracking & Dashboarding
- SaaS Tools (Jira, Confluence, Notion, SQL, Looker)
- Stakeholder Communication & Alignment

## CERTIFICATIONS

- Certified Scrum Product Owner (CSPO)
- Lean Six Sigma Green Belt

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Warm regards,
**Volen Vulkov**
**Co-Founder**

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