

Aaron Lee

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Results-driven Operations Manager with 4+ years of experience optimizing business operations, logistics, supply chain coordination, and project management. Skilled in implementing AI-driven solutions to streamline workflows, enhance operational efficiency, and support data-informed decision-making. Strategic and adaptable leader committed to continuous improvement and delivering measurable organizational impact.

AREAS OF EXPERTISE

- Project Management
- Logistic Coordinator
- Supply Chain Management
- AI / ML for Business Operations
- Vendor and Supplier Negotiation
- Warehouse Management
- B2B Sales and Operation
- Team Leadership and Developer
- CRM
- Media Marketing

WORK EXPERIENCE

Operations Manager SurePower

Calgary, Alberta
2021 - Present

- Led end-to-end product development projects, leveraging data analysis and customer feedback to align with market demands, driving a 15% increase in sales and customer satisfaction.
- Directed the design and development of the company's main website, integrating modern user-friendly interfaces to enhance usability, increasing visitor traffic by 30%, and driving over \$1 million in sales growth annually.
- Managed supplier negotiations and sourcing strategies, optimizing costs and procurement efficiency, resulting in an 13% annual cost savings.
- Trained and deployed AI models analyzing carrier performance data, reducing shipping costs through optimized carrier selection.
- Directed a cross-functional team of four in the design and development of an e-commerce store, driving a 30% increase in sales within the first six months.
- Developed and implemented comprehensive SOPs and workflows for billing, client management, and product development, streamlining operations and improving efficiency by 20%.
- Optimized warehouse operations to accelerate order fulfillment and implemented quality control measures, reducing return rates by 12% and saving the company \$60,000 annually

EDUCATION

University of Calgary Bootcamp
Full Stack Development Certification

Calgary, Alberta
2023

University of Calgary
Bachelor of Science, Biological Anthropology

Calgary, Alberta
2017 - 2022

PROJECT

Game Server Developer & Ops Manager

2019 - 2022

- Founded and scaled a game server to 8000+ monthly active players, generating revenue through subscriptions, in-game purchases, and digital content.
- Led a team of paid staff while managing budgets for staffing, server infrastructure, and marketing, ensuring smooth operations, profitability and customer satisfaction.
- Leveraged data analytics through SQL, tracking player behavior, and customer feedback to identify demand trends, improve gameplay features, and improve user satisfaction and player retention.

ADDITIONAL SKILLS

MS Office & Excel | Salesforce | Power BI | Tableau | AI Development | Python | TypeScript | JavaScript | SQL | Angular | React | Adobe Photoshop | Adobe Illustrator | Adobe InDesign | Adobe Lightroom | Blender