

Valentina Macias

Business Performance Manager, Operations

📞 (919) 555-3274

✉️ valentina.macias@example.com

🌐 linkedin.com/example/valentinamacias

📍 Raleigh, NC 27606

STRENGTHS

- ♥️ **Performance visibility**
Built scorecards that made quiet operational signals easier for leaders to see and act on.
- 👥 **Cross functional alignment**
Connected teams around shared commitments; peers often relied on clear tracking when priorities shifted.
- 🗣️ **Executive communication**
Turned dense operational data into briefings that gave leaders useful choices, not extra noise.
- ⚙️ **Process improvement**
Used Lean methods to remove reporting friction, and recurring reviews became easier to run.
- 🔍 **Analytical judgment**
Checked definitions and source data closely, helping leadership trust findings before making decisions.

SKILLS

Business Performance Management

Manufacturing Operations

Operational Planning

KPI Management Scorecards

Dashboards Data Analytics

Executive Presentations

Budget Planning

Headcount Planning Lean

Six Sigma Project Management

Problem Solving

Cross Functional Coordination

LANGUAGES

English

Native

SUMMARY

Business Performance Manager with eight years supporting **regulated manufacturing** and **engineering operations** through performance management, operational planning, analytics, and cross functional execution. Builds KPI frameworks, scorecards, dashboards, and reporting routines that give senior leaders clear visibility into trends, risks, capacity, and commitments. Coordinates annual planning, budgets, headcount, resources, and recurring business reviews across Manufacturing, Engineering, Quality, Supply Chain, Finance, and **Environmental Health and Safety**. Translates complex operational data into concise executive presentations, recommended actions, and accountable follow through. Advanced in Microsoft Excel, PowerPoint, Power BI, Power Query, and Tableau, with practical use of automation and emerging AI applications. Applies Lean, Six Sigma, **structured problem solving**, and project management practices to simplify reporting and support sound decisions.

EXPERIENCE

Senior Business Performance Manager, Regulated Operations

Crescent Biologics 📅 January 2024 - Present 📍 Raleigh, North Carolina

Direct performance management routines for manufacturing and engineering functions at a regulated production site. Connect operational priorities, KPI reporting, planning inputs, executive communications, and leadership decisions across site functions.

- Built Power BI scorecards combining production, maintenance, quality, staffing, and supply indicators for leadership reviews.
- Facilitated annual **goal setting** with Finance, consolidating budget, headcount, resource, and delivery assumptions into commitments.
- Produced **executive presentations** that translated operational data into concise risks, options, and recommended actions for leaders.
- Established action and **decision tracking** across Quality, Supply Chain, Finance, **Environmental Health and Safety**, Manufacturing, Engineering.
- Applied Lean **problem solving** and **Power Query** automation to streamline reporting preparation while preserving validation controls.

Business Performance Manager, Manufacturing Support

Piedmont Life Sciences 📅 January 2022 - December 2023 📍 Greensboro, North Carolina

Managed performance reporting and **operational planning** for manufacturing support functions. Connected site objectives with measurable deliverables, accountable owners, review cadences, and cross functional improvement work.

- Developed **Tableau** and Excel analyses that reconciled metrics across functions before leadership reporting and review.
- Coordinated quarterly resource and forecast reviews with **Finance**, surfacing capacity gaps early for leadership action.
- Prepared **performance summaries** clarifying trends, dependencies, decisions, and commitments for **manufacturing** and engineering stakeholders.
- Facilitated **Lean** problem solving sessions that simplified reporting handoffs and standardized recurring management routines.
- Coordinated improvement initiatives using project schedules, risk logs, and milestone reviews without formal authority.

Senior Operations Analyst, Performance Analytics

Carolina Precision Pharma 📅 July 2020 - December 2021 📍 Durham, North Carolina

Owned analytics for **regulated manufacturing operations**, integrating production, quality, supply, and labor information. Supported weekly performance discussions, planning decisions, reporting consistency, and operational risk visibility.

- Created KPI definitions and Excel **dashboards** with documented calculation logic for consistent leadership reporting.

MY CAREER



- Senior Business Performance Manager, Regulated Operations at Crescent Biologics (2.8 Years)
- Business Performance Manager, Manufacturing Support at Piedmont Life Sciences (1.9 Years)
- Senior Operations Analyst, Performance Analytics at Carolina Precision Pharma (1.4 Years)
- Operations Performance Analyst, Manufacturing at Triangle Advanced Manufacturing (1.7 Years)

- Used **Power Query** to consolidate recurring extracts and validation checks while retaining source traceability.
- Analyzed performance trends and exceptions, then connected findings with practical follow up actions.
- Supported budget and **headcount planning** by validating inputs and reconciling assumptions for Finance leaders.
- Applied **Six Sigma** tools to clarify ownership and strengthen a recurring reporting handoff.

Operations Performance Analyst, Manufacturing

Triangle Advanced Manufacturing 📅 October 2018 - June 2020 📍 Cary, North Carolina

Supported **business performance** processes for manufacturing operations through metrics, planning inputs, review materials, data coordination, and initiative tracking. Helped managers maintain clear commitments across functions.

- Built Excel models for throughput, schedule adherence, staffing, and exceptions during management discussions.
- Prepared **PowerPoint** summaries that distilled source information into trends, open issues, and required decisions.
- Coordinated data collection across **operations, quality**, supply, and finance contacts before reporting deadlines.
- Maintained project actions, decisions, milestones, and dependencies for cross functional initiatives.
- Mapped reporting workflows during Lean workshops, identifying redundant steps and documenting standard processes.

PROJECTS

Integrated Site Performance Scorecard 📅 2024

Created a connected performance view across production, maintenance, quality, staffing, and supply. Clear measures helped leaders spot constraints earlier and focus conversations on practical action.

Operational Planning Review Framework 📅 2023

Built a recurring planning framework that connected objectives, resources, budgets, headcount, owners, and deliverables. Better visibility gave functional leaders a steadier basis for decisions.

LEADERSHIP & AWARDS

- Recognized by senior leaders for clear performance reporting and decision ready executive communications.
- Selected to lead cross functional Lean reporting improvements across manufacturing support functions.
- Earned continued trust from peers as a resource for KPI definitions, data validation, and planning reviews.

EDUCATION

Bachelor's Degree in Business Analytics

North Carolina State University 🎓 GPA: 4.0 📅 2018 📍 Raleigh, North Carolina

Coursework: Business analytics, operational planning, data visualization, project management, statistics

CERTIFICATIONS

- Lean Six Sigma Green Belt 📅 2021
- Microsoft Certified: Power BI Data Analyst Associate 📅 2023

TECHNICAL SKILLS

- **Microsoft Office:** Microsoft Excel, Microsoft PowerPoint, Microsoft Office
- **Business Intelligence:** Power BI, Tableau, Power Query
- **Data Analytics:** Operational analytics, trend analysis, data validation
- **Performance Management:** KPI frameworks, scorecards, performance measures

- **Operational Planning:** Annual planning, resource planning, headcount planning
- **Financial Planning:** Budget analysis, forecast reviews, Finance coordination
- **Continuous Improvement:** Lean, Six Sigma, structured problem solving
- **Project Management:** Project schedules, risk logs, milestone reviews
- **Executive Reporting:** Executive presentations, briefing materials, leadership communications
- **Manufacturing Operations:** Production operations, maintenance operations, manufacturing processes
- **Regulated Operations:** Quality operations, Environmental Health and Safety, data controls
- **Digital Enablement:** Reporting automation, emerging AI applications, data visualization

PROFESSIONAL AFFILIATIONS

- Association for Operations Management, participant in manufacturing planning and performance discussions.
- Institute of Industrial and Systems Engineers, engaged with process improvement and analytics practices.

ADDITIONAL INFORMATION

Work Status : Authorized to work in United States. No sponsorship required.

REFERENCES

AVAILABLE ON REQUEST