

Regina Royal

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PROFESSIONAL SUMMARY

Strategic and results-driven business professional with 10+ years of experience in operations, administration, and process improvement. Demonstrated success in cross-functional collaboration, data analysis, and organizational efficiency. Adept at managing workflow systems, supporting senior leadership, and driving team productivity. Known for being detail-oriented, dependable, and committed to continuous improvement.

PROFESSIONAL SKILLS

- Process Improvement
- Team Collaboration
- Workflow Management
- Inventory control
- Financial Reporting
- Staff Training
- Vendor Relations
- Data Analysis
- Office Administration

CERTIFICATIONS

Project Management Professional (PMP) , Project Management Institute	Anticipated Dec 2025
Certified Operations Manager (COM) , International Association of Operations Management	Feb 2012
Microsoft Office Specialist – Excel , Microsoft	Jul 2010
Certified Administrative Professional (CAP) , International Association of Administrative Professionals	Apr 2010

PROFESSIONAL EXPERIENCE

Business Operations Specialist , Stihl Inc., Virginia Beach, VA	Mar 2010 – Present
<ul style="list-style-type: none">• Led process improvements that decreased inventory reporting errors by 25% through system optimization and departmental collaboration• Trains and mentors cross-functional staff, improving onboarding efficiency and reducing team ramp-up time• Implemented a digital workflow tracking system, reducing document turnaround time by 40%• Collaborates with supply chain and finance teams to streamline quarterly reports, increasing accuracy and on-time submissions	
Business Office Associate , Tidewater Regional Transit, Norfolk, VA	Feb 2008 – Feb 2010
<ul style="list-style-type: none">• Assisted with budget reconciliation and operational reporting, contributing to a 10% year-over-year cost savings• Managed procurement coordination, vendor communication, and contract tracking for compliance• Created documentation for core office procedures, improving clarity and consistency for new staff• Supported internal audits by organizing financial records and verifying compliance with procurement policies	
Administrative Office Assistant , HII, Newport News, VA	Jan 2006 – Jan 2008
<ul style="list-style-type: none">• Provided scheduling, communications, and administrative support to a department of 60+ employees• Processed invoices and maintained accurate logistics records, ensuring timely billing and payments• Designed templates and internal tools to improve task tracking and reduce administrative bottlenecks• Acted as a key communication hub between departments and external partners, ensuring timely and accurate information flow	
Office Clerk , Huntington Ingalls Industries (HII), Newport News, VA	Jun 2004 – Dec 2005
<ul style="list-style-type: none">• Maintained organized filing systems and managed document distribution to support daily office operations• Answered incoming calls and directed inquiries to appropriate departments, enhancing communication flow• Assisted with scheduling appointments and coordinating meeting logistics, contributing to team efficiency	

EDUCATION

Master of Business Administration (MBA), Regent University, Virginia Beach, VA

May 2014

Bachelor of Science in Business Administration, Old Dominion University, Norfolk, VA

May 2010

COMMUNITY SERVICE

Volunteer Project Manager, Habitat for Humanity, Norfolk, VA

Apr 2020 – Present

- Led a team of 12 volunteers in building two homes, coordinating schedules, materials, and safety protocols
- Managed project timelines and ensured completion within budget, improving operational efficiency