JULIAN MERCER

BUSINESS OPERATIONS ANALYST

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PROFESSIONAL SUMMARY

Business Operations Analyst with 5+ years connecting planning, reporting, and process improvement for technology and consumer businesses. Builds clear dashboards, cleans up cross-team workflows, and gives leaders reliable numbers for monthly and quarterly decisions.

PROFESSIONAL EXPERIENCE

Business Operations Analyst Jan 2022 - Present
Airbnb, San Francisco, CA

- Maintain the monthly operating review for a 300-person organisation, consolidating 40 metrics from five teams into one trusted dashboard.
- Built SQL and Tableau reporting for support and trust operations that cut weekly manual reporting from 12 hours to about three.
- Analysed contact drivers across 1.4 million cases and recommended three process changes that reduced repeat contacts 9%.
- Run quarterly planning logistics with Finance, collecting inputs from 14 teams and delivering plans two days ahead of schedule.
- Track a portfolio of 18 cross-team initiatives, flagging risks and owner gaps in biweekly updates to the vice president.
- Documented intake, approval, and handoff steps for vendor onboarding, shortening average approval time from 15 days to nine.

Operations Analyst Aug 2019 - Dec 2021
Starbucks, Seattle, WA

- Analysed store labour, waste, and ticket-time data for 700 stores, identifying scheduling changes worth about $1.2M a year.
- Created weekly performance scorecards for district managers, replacing three separate spreadsheets with one standard report.
- Supported pilot tests of a new ordering workflow in 40 stores, measuring service time and summarising results for leadership.
- Reconciled supplier invoices against delivery data, recovering $145K in billing discrepancies over two years.
- Wrote process guides and training notes used by regional operations teams when rolling out new reporting standards.
- Partnered with store operations and IT to define data fields for a new waste-tracking report adopted by all 700 stores.

Business Analyst Jul 2018 - Jul 2019
Deloitte, Seattle, WA

- Supported consumer-sector client engagements with data collection, process mapping, and cost analysis for operations teams.
- Built Excel models comparing three fulfilment options, helping a client select the plan with a 14% lower cost per order.
- Interviewed 25 front-line and managerial staff to document current workflows and recommend practical improvements.
- Prepared slide decks and weekly status notes for engagement leads, keeping client workstreams aligned.

CORE SKILLS

Business operations | SQL | Tableau | Excel modelling | KPI design | Process mapping | Operating reviews | Planning support | Root-cause analysis | Vendor operations | Stakeholder reporting | Initiative tracking | Data cleaning | Presentation skills

EDUCATION

B.S. in Business Administration, University of Washington Foster School of Business, Seattle, WA

CERTIFICATIONS

Lean Six Sigma Green Belt | Tableau Desktop Specialist