
MITSUAKI WATANABE

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OPERATIONS MANAGEMENT EXECUTIVE

Sales & Marketing | Strategy Development | Project Management | Problem Solving

PROFESSIONAL PROFILE

- ✧ Accomplished operations management executive with more than X years of experience in strategic planning, business development and organizational design, with expertise in optimizing processes, systems and infrastructure to maximize business results.
- ✧ Experience in both consulting and corporate environments, in manufacturing and service operations, including high-tech products and financial service industries. Proven ability to contribute to problem solution and organizational change in various situations.
- ✧ Six Sigma Black Belt with extensive scope of responsibility, proven success and track record of delivering optimal results in high-growth environments. Managed project resources, progress, completion timeframes and budget while exceeding key performance targets.

AREAS OF EXPERTISE

- ◆ Integrations & Transformations
 - ◆ Strategic Business Planning
 - ◆ Revenue Goal / Growth Attainment
 - ◆ Negotiation, Persuasion, & Communication
 - ◆ Training & Leadership Development
 - ◆ Change Management
 - ◆ Organizational Design & Development
 - ◆ Performance & Quality Management
 - ◆ Productivity & Efficiency Improvement
 - ◆ Six Sigma Black Belt
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PROFESSIONAL EXPERIENCE

X Corporation

Mon. 20XX - Mon. 20XX

Director of Marketing Operations

City/State, Country

As Six Sigma Black Belt, led and managed numerous strategic projects with R&D, Sales and Marketing, restructuring for maximum cost savings and efficiency, and creating innovation and growth. Oversaw X employees and ¥X million budget, constantly generating proceeds of ¥X million annually. Certified CAP trainer.

Consumer Finance Division

- ◆ Developed new online mortgage business from scratch and promoted to head of department with X staff. Grew business exponentially, which now accounts for X% of department's total sales.
- ◆ Achieved X% increase / ¥X million annual sales in real estate collateral loans.
- ◆ Deployed Six Sigma method while leading high-level, cross-functional teams of managers and directors in mission-critical process-redesign projects. Orchestrated X project teams in improving business processes and ensuring optimum performance.
- ◆ Successfully aligned business planning and financial processes with performance improvement and business risk-management activities.

Healthcare Products Division

- ♦ Led division of X members, overseeing business planning, budgeting, operations management, performance evaluation and back-office administration. Direct report to US headquarters.
- ♦ Managed product portfolio exceeding ¥X annual sales across multiple sales channels. Controlled and maintained quality, cost, pricing and delivery as well as client relationships.
- ♦ Successfully developed new market in Japan with no customer base to X clients, yielding annual sales of ¥X million. (Accounts for X% of division's total sales) .
- ♦ Achieved ¥X million in savings through sales process improvement and price/margin optimization. Played key role in post-merger integration to structure new operations.
- ♦ Implemented rollout of new company-wide Internet Order / CRM system in Japan, collaborating with sales and customer service teams, engineers in India and global strategic leaders in Singapore and US.

X & Company

Mon. 20XX - Mon. 20XX

Business Consulting Manager

City/State, Country

Recruited to design and lead client projects focused on operations and change management.

- ♦ Planned and managed SCM re-structuring project for foreign-affiliated chemical company. Introduced more cost-effective and time-efficient process, implementing customer market segmentation, standardized service procedures and performance management tools.
- ♦ Optimized performance measurement system for major healthcare provider, substantially improving integration of quality, operational and financial information.
- ♦ Developed business plans and marketing strategies for Japan-based biotech startup.
- ♦ Led X project teams as project manager. Recruited, trained and mentored group of consultants, responsible for client interaction.

X Systems Co.

Mon. 19XX - Mon. 20XX

Sales Operations Manager

City/State, Country

Head of Sales Operations at Japan branch, responsible for turning around sales organization.

- ♦ Oversaw X Account Managers as direct reports. Shared P&L responsibility for Japan sales.
- ♦ Led multiple BPR initiatives, enabling more effective and efficient services. Established roles and responsibilities that clearly defined tasks and new goals, including benchmarks and monitors, also restructured contracts and billing arrangements.
- ♦ Achieved X% improvement in sales productivity after X years of underperformance.

Project Manager – APAC

- ♦ Planned and implemented ¥X million project, building network operation system for Client X.
- ♦ Launched new network maintenance services in Japan, directly reporting to CEO. Hired and supervised X consultants. Developed strategy and training that streamlined consulting services operations, established processes to support hyper growth and ensured high levels of customer satisfaction. ¥X million sales achieved in Year X.

EDUCATION

X School of Business

Mon. 20XX

Master of Business Administration (MBA)

City/State, Country

University of X

Mon. 19XX

Bachelor of Engineering (Administration Engineering)

City/State, Country